Global Exchange Manager

Manual

Obsah

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GLOBAL EXCHANGE MANAGER – GEM

GEM is a new application that automates exchange/reissue of tickets.
With this application it is possible to receive the new Fare calculation based on revised itinerary in PNR (rebooking/rerouting) for tickets "before departure" when the travel has not started yet, as well as for tickets "after departure", it means for partly used tickets. After the Fare calculation is agreed, the Filed Fare prepared for exchange/reissue process and the Exchange mask are stored in the PNR.
For the exchange/reissue process it is also possible to use the already stored Filed Fare or to create manual Fare mask.
New ticket issued in exchange has the pricing indicator B or M and it is always the agent's responsibility to check the Rule conditions especially Category 16 applied to the appropriate Fare as it is done at the time being.
GEM compares the Fare and taxes from the original ticket with the new Fare calculation and automatically applied the difference but the agent is able to modify the results manually. In case of exchange before departure the new Fare calculation is returned by GEM for PNRs without ticket number as well.
With GEM it is possible to collect penalty as a new tax, as Q surcharge (to the Fare) or to collect penalty on MCO or EMD which is automatically issued during the exchange/reissue process.

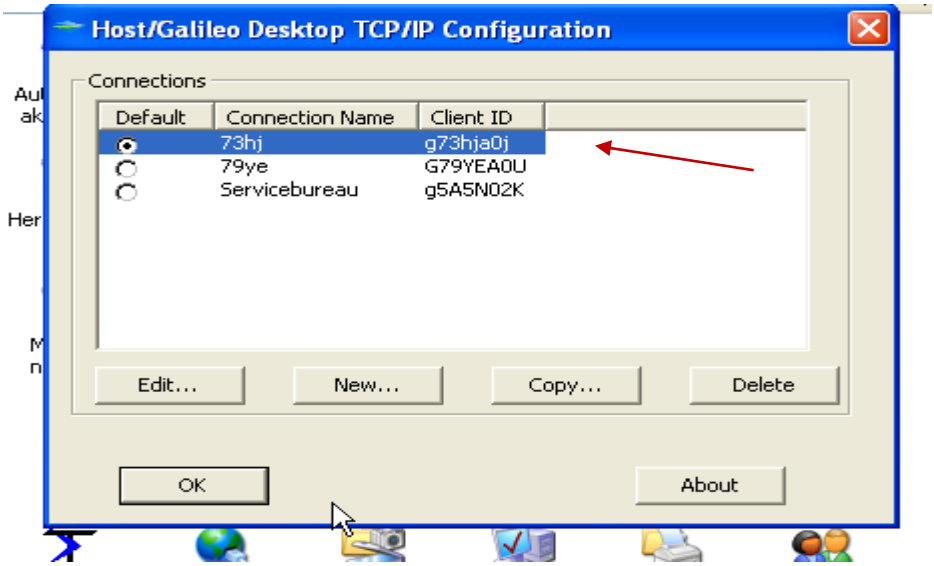
How GEM is working at the time being

- The first, second or subsequent exchange before departure – the Fare calculation is created based on the entry **>FQ<**.
- The first, second or subsequent reissue after departure – the Fare calculation is created based on the entry with the original ticketing date **>FQ.Tddmmmyy<.**
- If the desired Fare calculation is not returned using the entries above (mostly due to Category 5 of the appropriate Rule filed by the carriers saying e.g. that the new ticket must be issued within 3 days after reservation is done) GEM will offer to the agent to choose some additional entries, such as **>FQT<** which ignores the date when PNR was created. Besides this GEM offers more FQ options for automatic calculation such as **>FQ.Hddmmmyy<**, **>FQ@Fare basis<** or the possibility to add PTC (passenger type code – e.g. YTH for youth, SRC for senior citizen etc.) or account code in case of private Fares filed by the carriers.
  >FQ.Hddmmmyy< = pricing with the fare valid on the date entered and current taxes.
  >FQ@Fare basis< = pricing with current fare and taxes, specified fare basis used.
- GEM also offers some other options for manual calculation, such as "involuntary rebooking", "involuntary rerouting" or "manual mask" which can be used by the agent to store the Fare completely manually but without using cryptic entries.
- For exchanges before departure the original PNR with ticket number or new PNR without ticket number can be used.
- Filed Fare is stored and prepared for exchange/reissue automatically.
- Filed Fare already stored in PNR can be used as well.
- There are 3 ways how to collect a penalty:
  - as a tax
  - to the Fare as Q surcharge in Fare calculation
  - on EMD – SVC element is created and EMD is automatically issued during the exchange/reissue process.

- The exchange mask is created automatically and can be modified by the agent.
- GEM is checking the name of passenger in PNR with the name of passenger on the original ticket and if it doesn't match, warning message is displayed.
- The exchange/reissue of IT tickets – see example later of this manual.

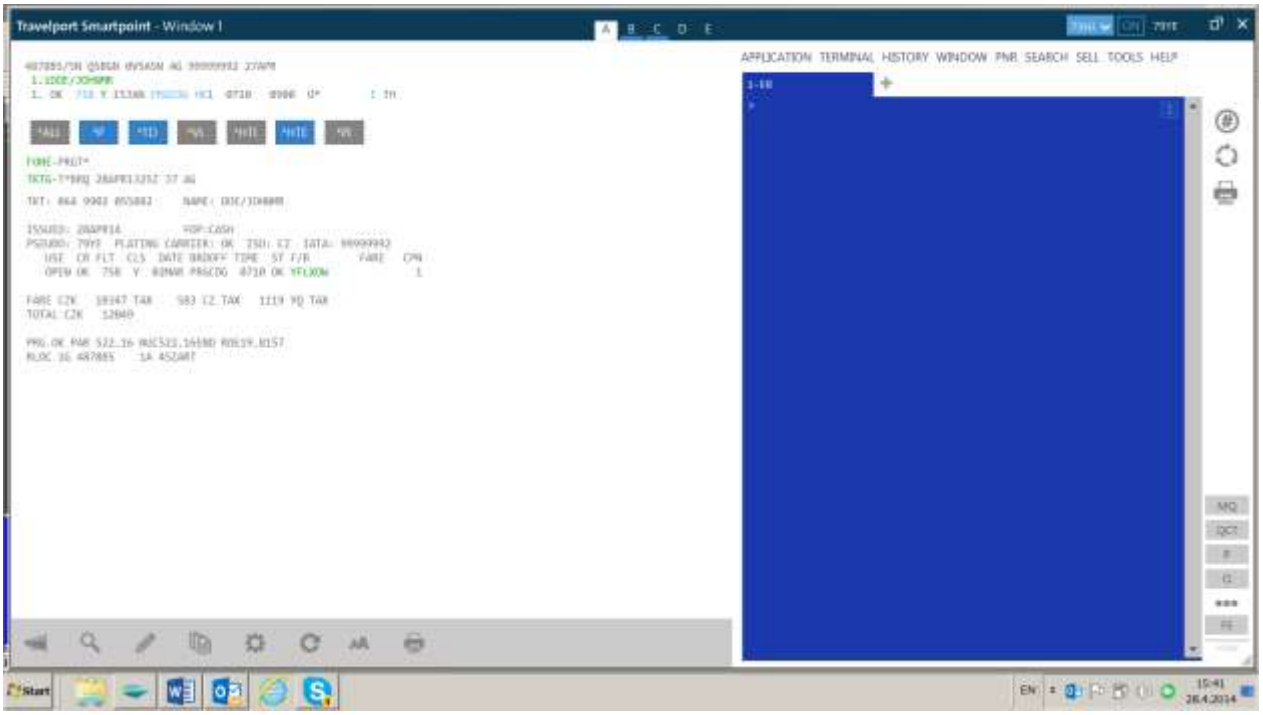
Important to remember

- The revised itinerary must be booked to the corresponding booking classes. GEM is not using >FQBB< transaction.
- In case of exchange before departure (>FQ< entry) ticketing time limit or advanced purchase period (ADVP) have to be observed depending on the conditions described in Category 5 of the appropriate Fare used. If these conditions are not met, the system response is NO VALID FARES. In such a case GEM is trying to receive the Fare calculation using the entry >FQT< which ignores PNR creation date or the agent can choose another FQ option in order to store the desired Fare.
- Filed Fare has to be stored for each passenger separately. GEM has the ability to copy the data from already created Filed Fare for the first passenger to the masks for other passengers having the same Fare and PTC (passenger type code) in order for the agent not to repeat the process for each passenger separately.
- The PNR may not be retrieved from Queues in case of exchange/reissue tickets for non IATA travel agencies. In such a case the PNR has to be kept on queues and reopened separately (*RECLOC).
- New endorsement message, if filed with the Fare, is automatically stored and the agent can modify it or add the important notice. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (*) or slash (/). The slash from the endorsement automatically stored is changed to dash.
- In case of reissue of partly used ticket (after departure) all segments including those already flown must be marked in order the ticket to be recalculated from the origin.
- The exchange/reissue of IT tickets – the original Fare and/or Equivalent has to be entered manually by the agent in step 2 after "Calculate" command because GEM cannot read the Fare and/or Equivalent from the original ticket.
- GEM is based on Internet Explorer and is working only in PCC which is set in the agent's computer as default. If you need to exchange/reissue ticket in another PCC you have to
  - change setting of default PCC in your computer or
  - you can prepare the whole exchange/reissue in the default PCC, store Filed Fare and Exchange mask in PNR, then open this PNR in different PCC and issue new ticket using >TKP< entry only.

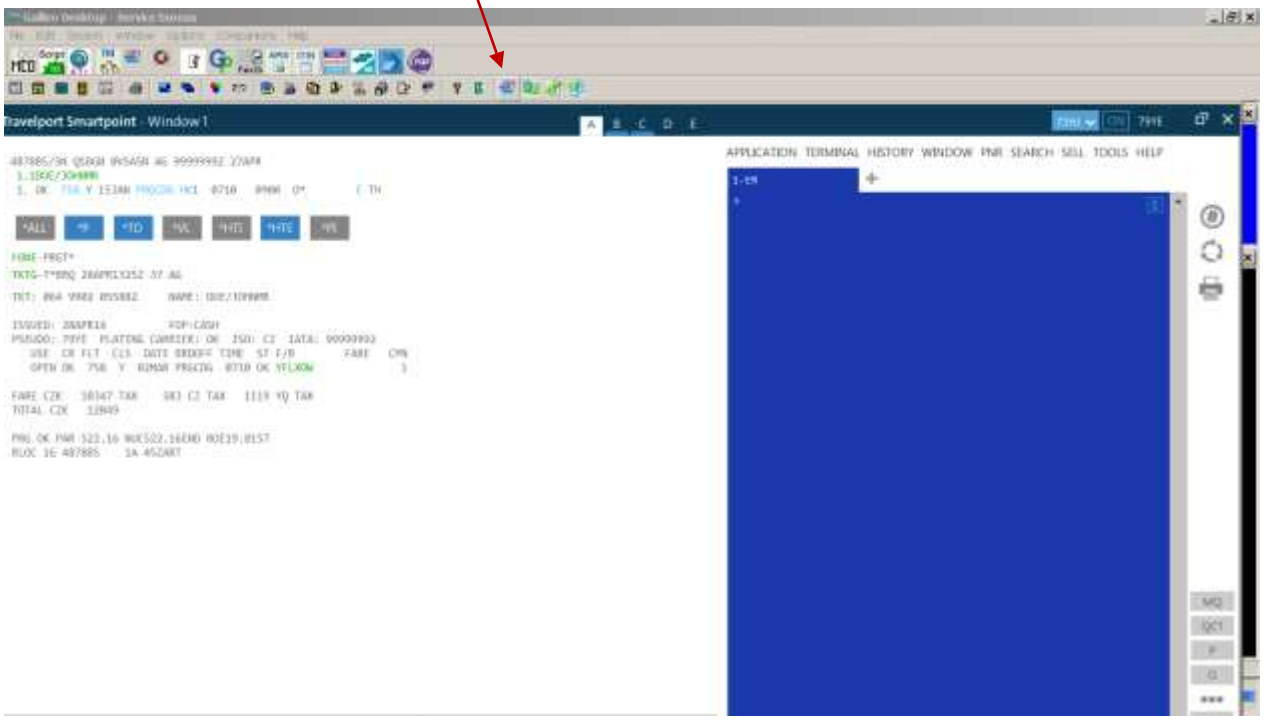


Global Exchange Manager works with Smartpoint

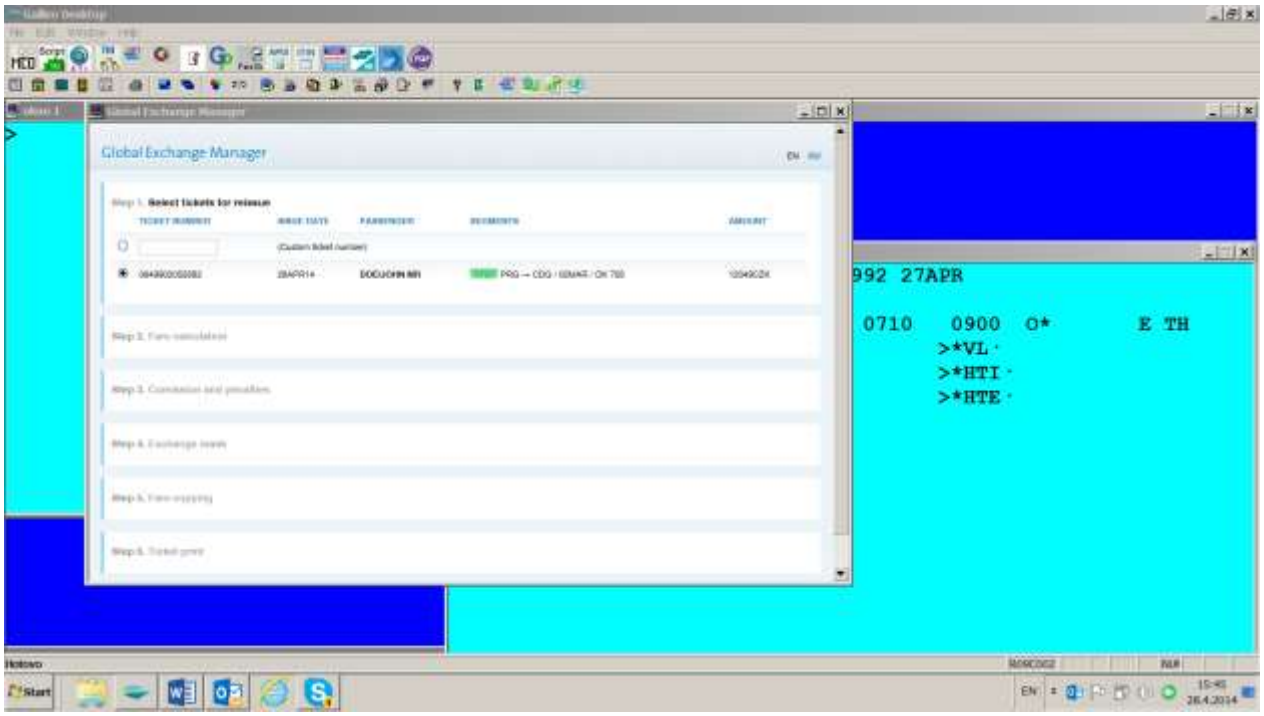
Open a PNR and display the ticket.



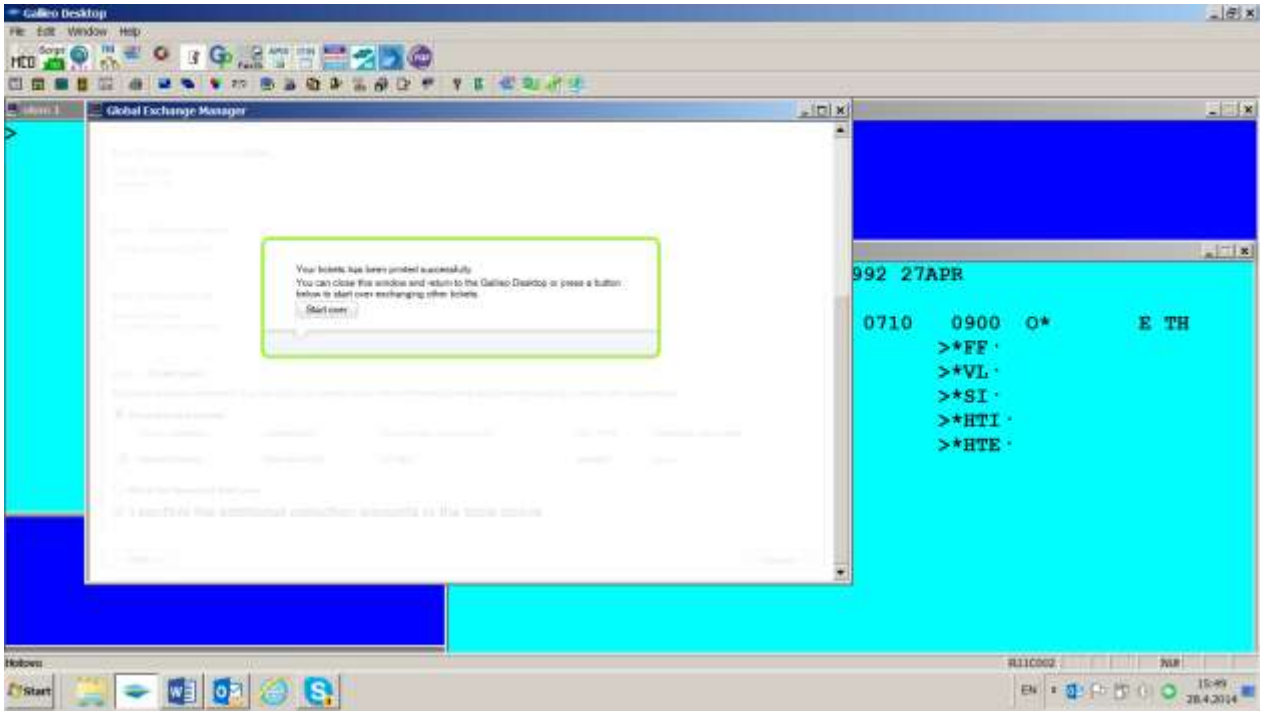
If you cannot see your toolbar with GEM icon on the top, grab the Smarpoint window and drag it slightly downwards.



When you activate GEM, the Smartpoint window will be automatically hidden.



Work with your Global Exchange Manager as you're used to.

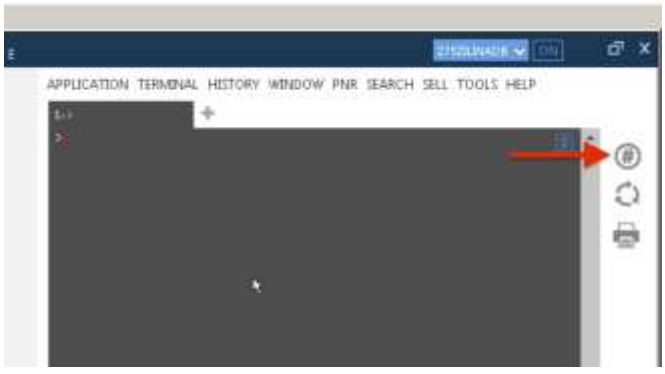


Once the ticket is exchanged/reissued by Global Exchange Manager, **activate the Smartpoint with CTRL plus F12 button** and continue in Smartpoint.

You can also include GEM in "Quick commands" and create #GEM entry which will activate GEM in Smartpoint and use this entry instead of GEM icon. When #GEM entry is used the Smartpoint window stays open.

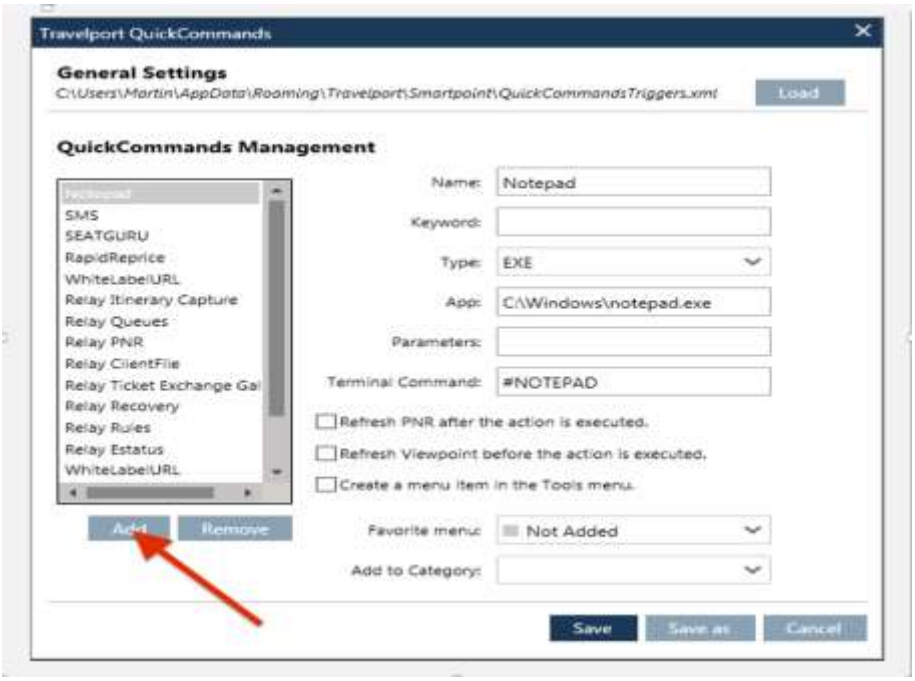
The way how to do it:

1/ Click on **#** icon.

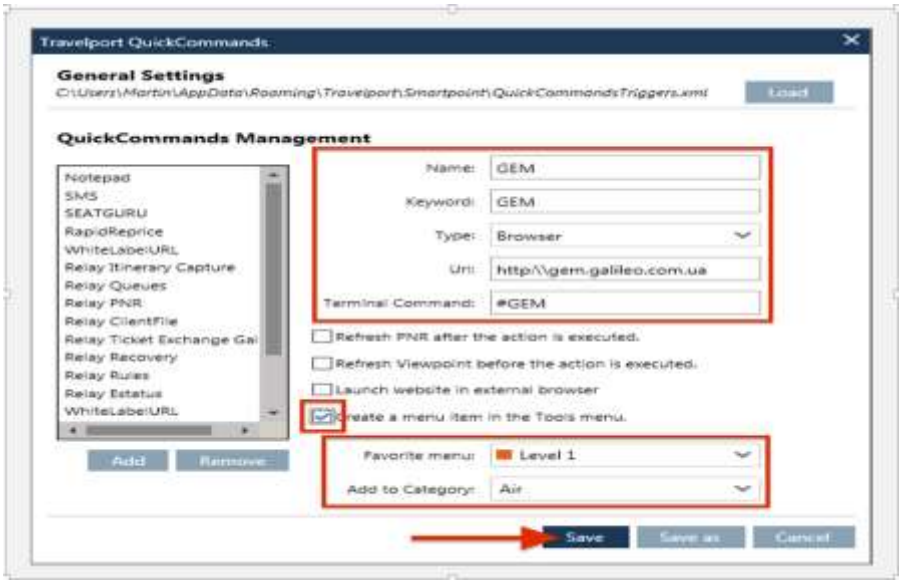


2/ Click on **three square** at the bottom.

3/ Click on **ADD** button.

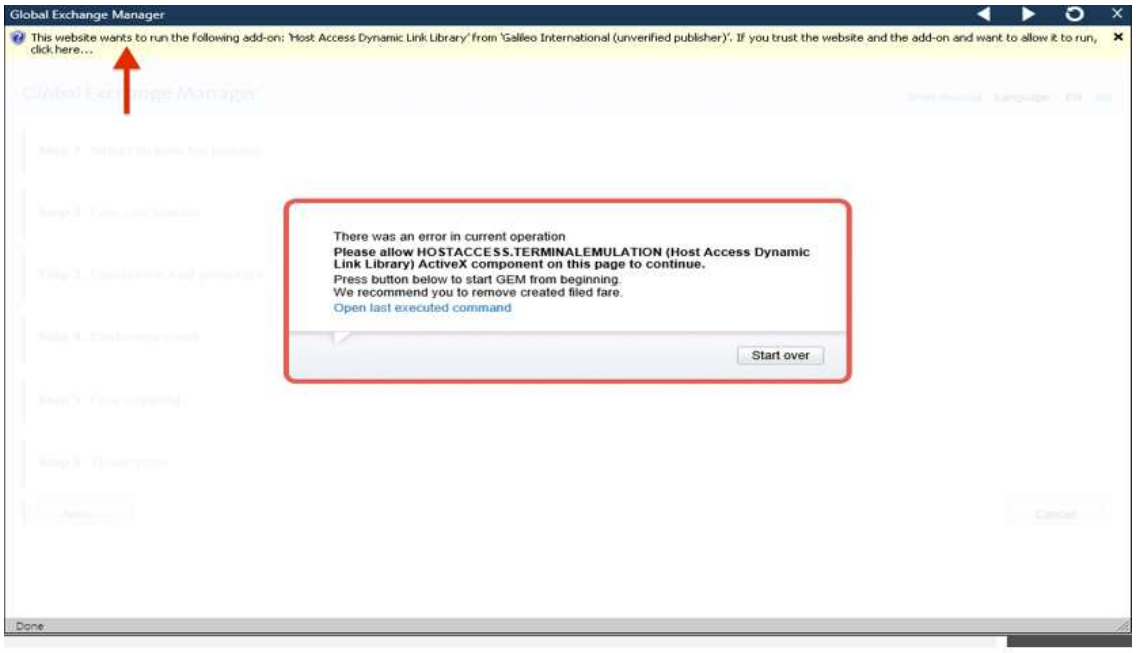


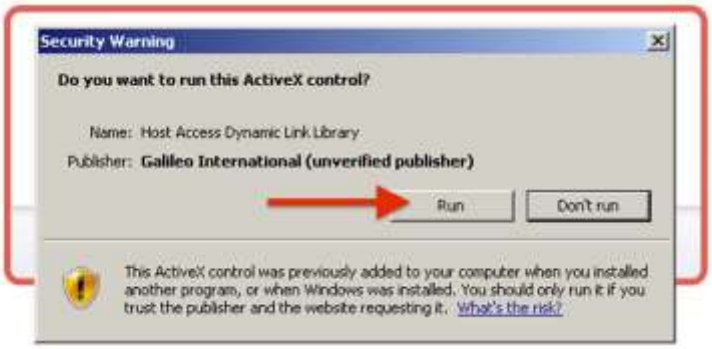
4/ Fill fields like on the picture below and press **Save** button.



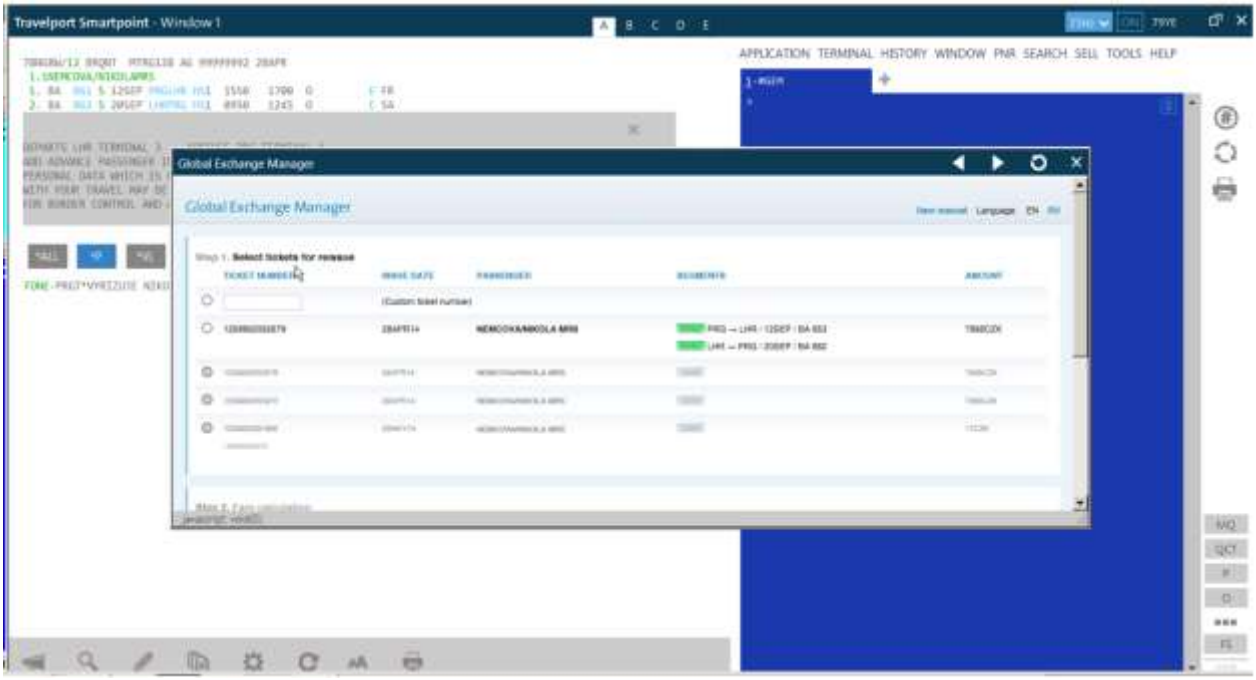
5/ Now you can use GEM integrated in Smartpoint. Just type **#GEM** in Smartpoint terminal or press GEM button on Quick commands page.

When you start GEM for the first time from Smartpoint you will see the dialog shown below. It is necessary to allow it.


Global Exchange Manager
This website wants to run the following add-on: 'Host Access Dynamic Link Library' from 'Galileo International (unverified publisher)'. If you trust the website and the add-on and want to allow it to run, click here...
There was an error in current operation
Please allow HOSTACCESS.TERMINALEMULATION (Host Access Dynamic Link Library) ActiveX component on this page to continue.
Press button below to start GEM from beginning.
We recommend you to remove created filed fare.
Open last executed command
Start over
Done

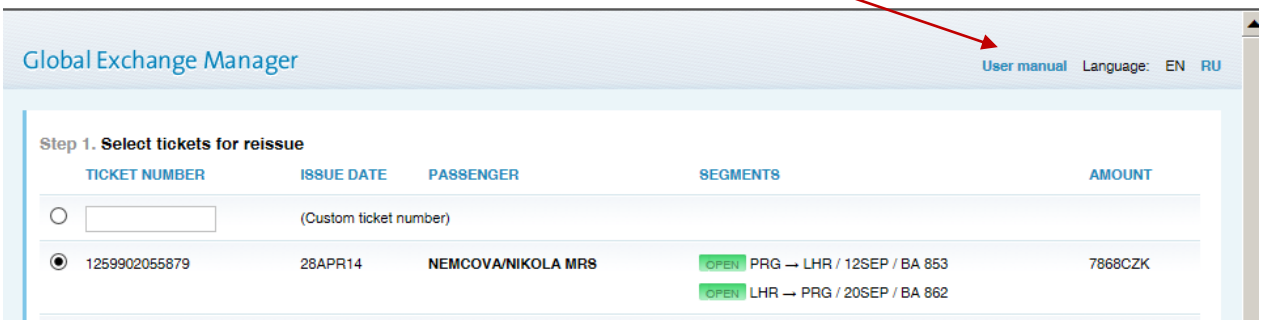

Security Warning
Do you want to run this ActiveX control?
Name: Host Access Dynamic Link Library
Publisher: Galileo International (unverified publisher)
Run
Don't run
This ActiveX control was previously added to your computer when you installed another program, or when Windows was installed. You should only run it if you trust the publisher and the website requesting it. What's the risk?

Now Smartpoint window remains active during the whole exchange process.


Travelport Smartpoint - Window 1
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
Global Exchange Manager
Global Exchange Manager

Global Exchange Manager User Guide

You can access and save the GEM User Guide directly from GEM application clicking on "User manual" located in the right hand corner on the top. By opening the user guide GEM will be closed and you have to open it.



With the GEM development the layout of some fields can be changed but the functionality remains the same.

EXCHANGE PROCEDURE

Original ticket:

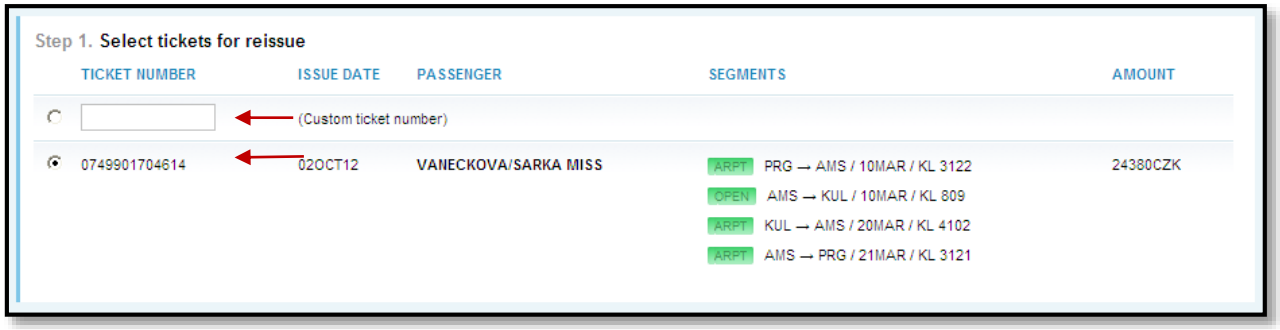
```
TKT: 074 9901 704614      NAME: VANECKOVA/SARKAMISS
 CC: AX373900000000000
ISSUED: 02OCT12           FOP:AX373900000000000-123456
PSEUDO: 79YE  PLATING CARRIER: KL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   ARPT KL 3122  L  10MAR PRGAMS  1715 OK NPRCZ               1
                                         NVB10MAR NVA10MAR
   OPEN KL  809  N  10MAR AMSKUL  2050 OK NPRCZ               2
                                         NVB10MAR NVA10MAR
   ARPT KL 4102  N  20MAR KULAMS  2359 OK NPRCZ               3
                                         NVB20MAR NVA20MAR
   ARPT KL 3121  L  21MAR AMSPRG  0925 OK NPRCZ               4
                                         NVB21MAR NVA21MAR
FARE CZK   13074 TAX    525 CZ TAX    370 CJ TAX  10411 XT
TOTAL CZK   24380
   NON ENDO//FARE RSTR COULD APPLY
PRG KL X/AMS KL KUL 234.88 KL X/AMS KL PRG Q200.00
234.88 NUC669.76END ROE19.5204 XT 336RN102VV407MY95
66YR
RLOC 1G VHPWSK    1A ZFR8Y2
```

Changed itinerary:

```
VHPWSK/28 BRQNT MTRG128 AG 99999992 02OCT
  1.1VANECKOVA/SARKAMISS
 1. KL 1358 L  15MAR PRGAMS HK1  1825   2000  O*       E FR  3
 2. KL  809 Q  15MAR AMSKUL HK1  2050  #1545  O*       E FR  3
 3. KL  810 L  30MAR KULAMS HK1  2345  #0655  O*       E SA  2
 4. KL 1351 L  31MAR AMSPRG HK1  0755   0925  O*       E SU  2
```

Step 1 – Select ticket

Select ticket to be exchanged / reissued. If ticket number (*HTE) is not present in PNR, enter ticket number in the appropriate box.



When selected press "Next" button located lower left.

Step 2 – New Fare quote

There are 2 options:

1/ request new Fare – if selected – Filed Fare cannot be stored in PNR before.
2/ use already stored Filed Fare

or

When no Filed Fare is present in PNR, there is only one option available – **New fare quote.**

New fare quote

There are several options there:
FQ calculation = calculation done automatically by the host (Galileo):
Select the passenger name, segments and **FQ option.**

- **Before departure (FQ)** for totally unused tickets
- **After departure (FQ.T)** for partly used tickets – select also flown sectors in order the whole ticket to be recalculated from the point of origin using the original ticketing date.
- **FQ with option** (FQ@Fare basis) - enter required Fare basis on each segment. It can also be used for already flown sectors when the whole ticket including flown sectors needs to be upgraded to higher Fare – see the example below:

- **FQ.H** – can be used in special case only. The system applies the original Fare valid at the date when ticket was issued but current taxes.

Enter **account code** used for private Fares, **PTC** (passenger type code – YTH/SRC etc. if needed or **currency modifier** if the Filed Fare should be stored in other currency (e.g. **FQ:USD**).

The other options like "Involuntary rebooking", "Involuntary rerouting", "HFF quote" and "Manual" are explained in the next chapter.

Segments (select all segments) – segments can be selected one by one or all segments together clicking on "select all segments".

FQ with options
Fare basis should be entered for each sector.

The original example continues:

When selection is done press "Calculate" button located lower left.
GEM starts to calculate new Fare including taxes. The original Fare, Equivalent and taxes are compared with the new Fare, Equivalent and taxes and the difference is displayed in the fourth column. If the new tax is higher and the agent agrees, the difference in tax will be automatically collected as a new tax even if it would be very small amount. If the new tax is lower or the same, there will be zero (0) difference in the column for "Additional collection". The tax amount displayed in the fourth column as well as the Fare or Equivalent displayed in the third column (FARE VALUE) can be modified by the agent.

If the agent doesn't want to collect 1 CZK as ADC for tax MY, it can be change to zero manually and the Total ADC is automatically changed as well.

The agent can check the new Filed Fare stored against the original ticket by clicking on the world "check".

When agreed press "Next" button located lower left.
If the agent doesn't agree with the Fare calculation it is possible to stop the exchange/reissue process by pressing "Cancel" button located lower right. Then the agent has to decide if the Filed Fare already stored should have been removed or not. The recommendation is to remove the stored Fare and start once again from the beginning.

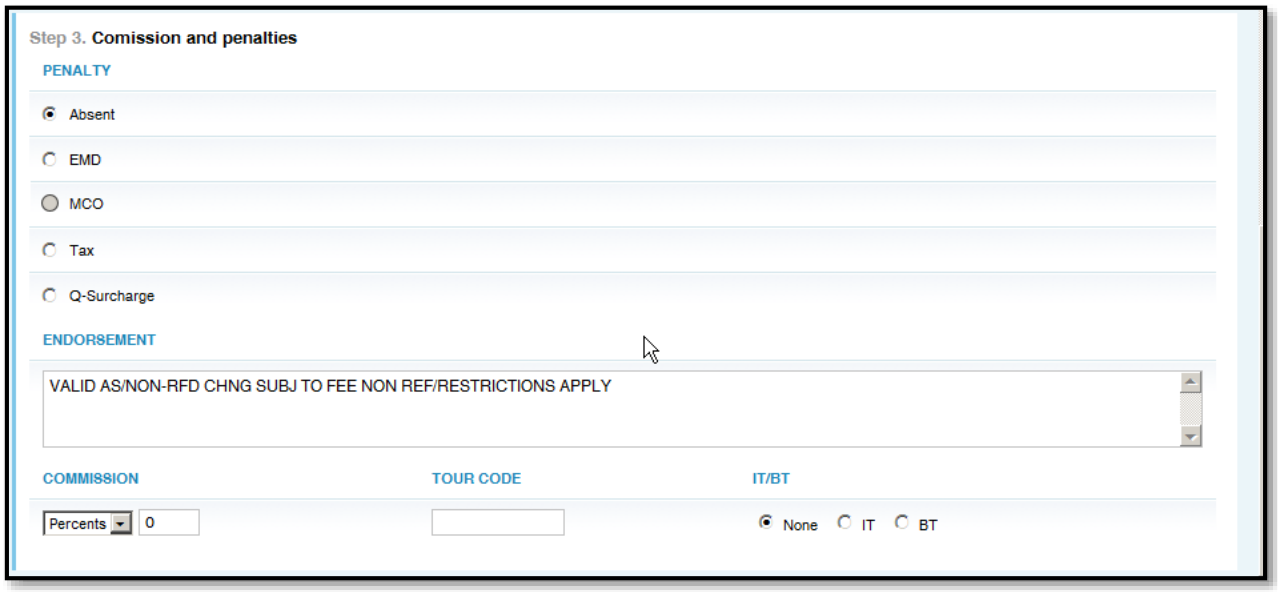
When "Next" button is pressed GEM can continue with Step 3.

Step 3 - Penalty, Commission, Tour code, IT/BT.

There are 5 possibilities how to collect the applicable penalty – EMD / MCO / new tax / to the Fare as Q surcharge and one more – no penalty (Absent). By clicking on one of these 5 options the additional fields are displayed where the relevant information has to be entered.

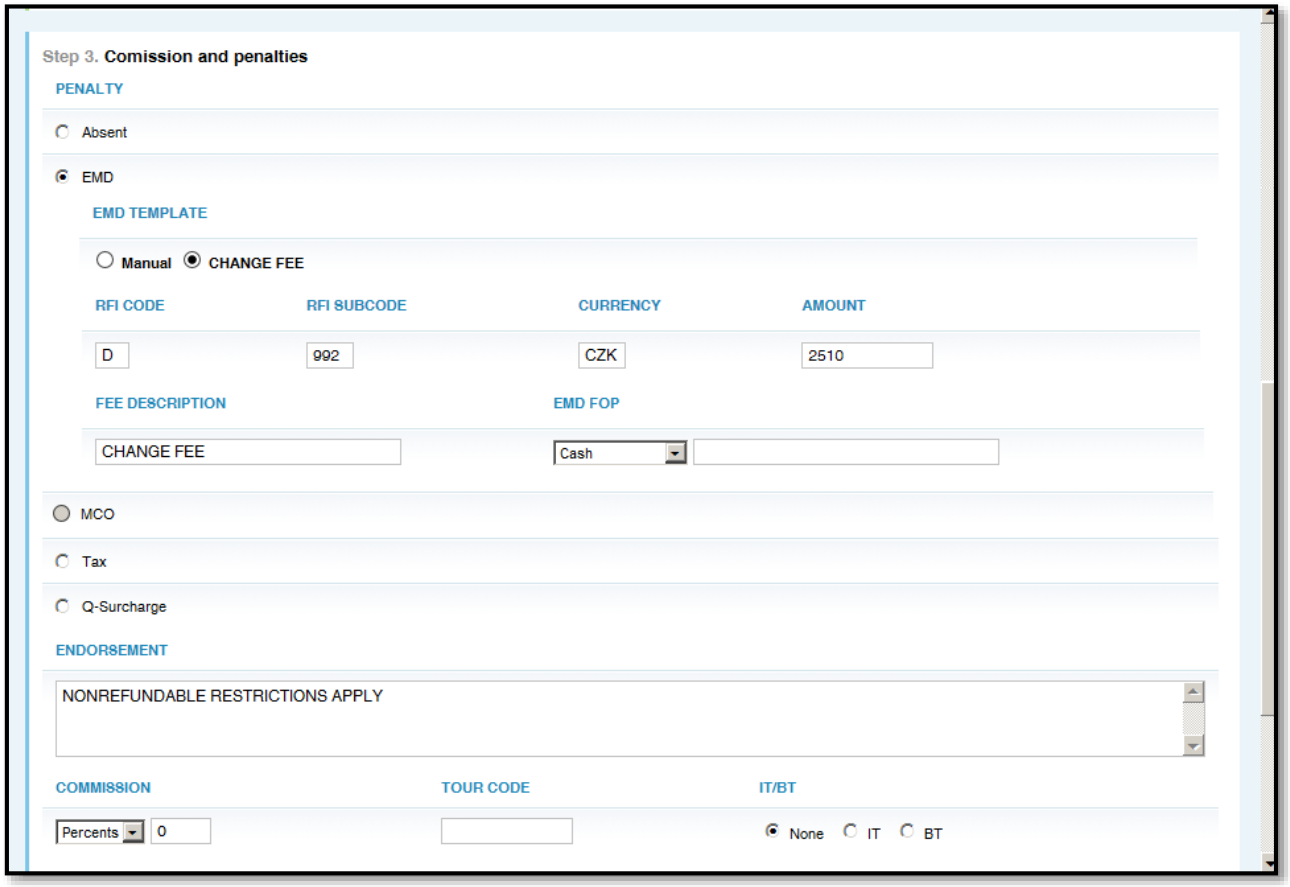
No penalty collected

("Absent" radio button should be marked).



Penalty collected on EMD (Electronic Miscellaneous Document)

RFI CODE – D used for fees and charges (financial impact)
RFI SUBCODE – for example 992 or that one required by the carrier for penalty
CURRENCY – local currency, can be changed to EUR or USD if necessary
AMOUNT - penalty amount in local currency
FEE DESCRIPTION – free text – the default can be modified by the agent
EMD FOP - Cash, Invoice or Other EMD FOP. "Other EMD FOP" is mostly used for payment by credit card. In this case CC number, expiry date, occasionally approval code should be entered in the next field.

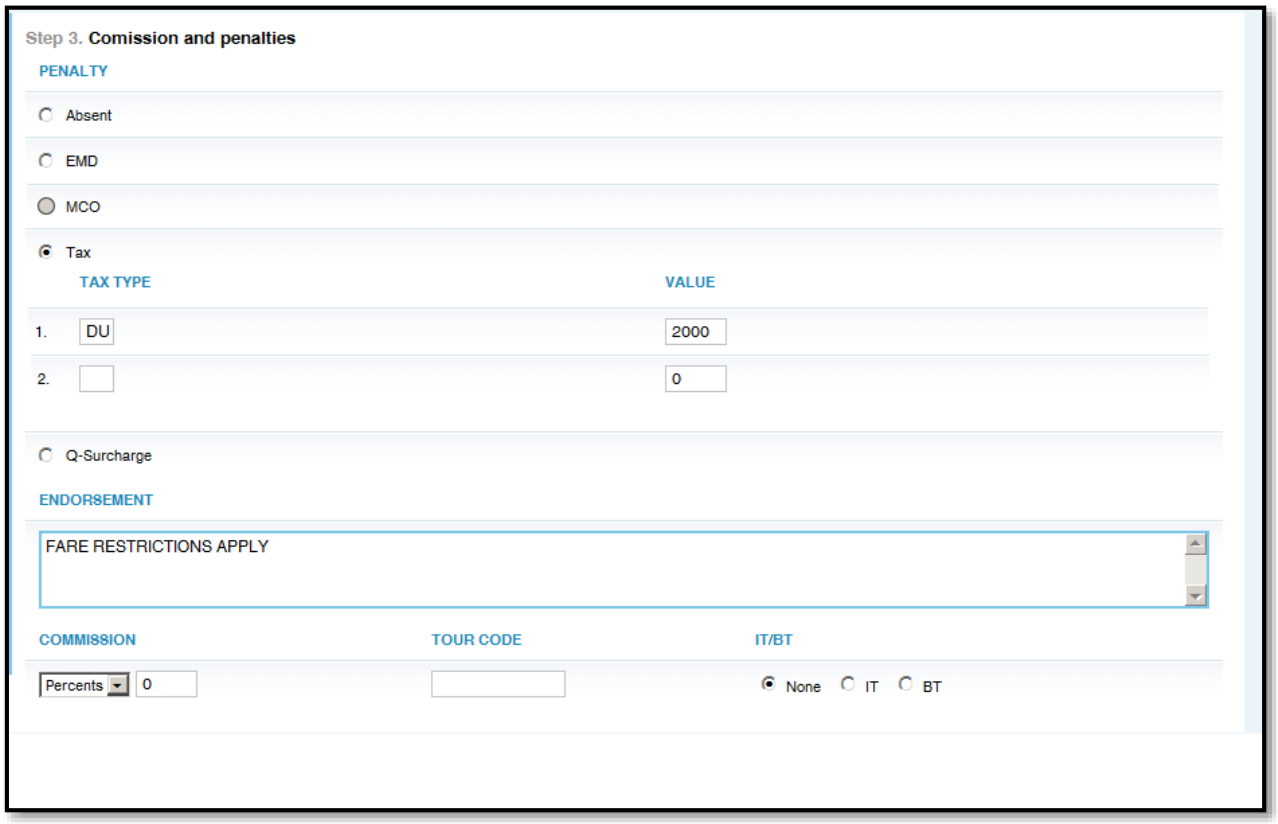


SVC element is automatically created by GEM and added to PNR:

```
25JF66/28 BRQNT MTRG128 AG 99999992 21MAR
  1.1SVIKOVA/NICOLMS
 1. BA  853 S  11SEP PRGLHR HK1  0830   0935  O*       E WE
 2. BA  193 N  11SEP LHRDFW HK1  1155   1550  O*       E WE
 3. BA 5125 N  11SEP DFWYYC HK1  1940   2225  O*       E WE
         OPERATED BY AMERICAN AIRLINES
 4. AA 5139 N  20SEP YYCORD HK1  1600   2013  O*       E FR
         OPERATED BY WESTJET
 5. BA 1547 N  20SEP ORDLHR HK1  2145  #1125  O*       E FR
 6. BA  856 S  21SEP LHRPRG HK1  1600   1900  O*       E SA
 7. SVC BA HI1  PRG 23SEP-D/992/CHANGE FEE/NM-1SVIKOVA/NICOLMS/1
    259991002570C1/2510/CZK
```

Penalty collected as a tax

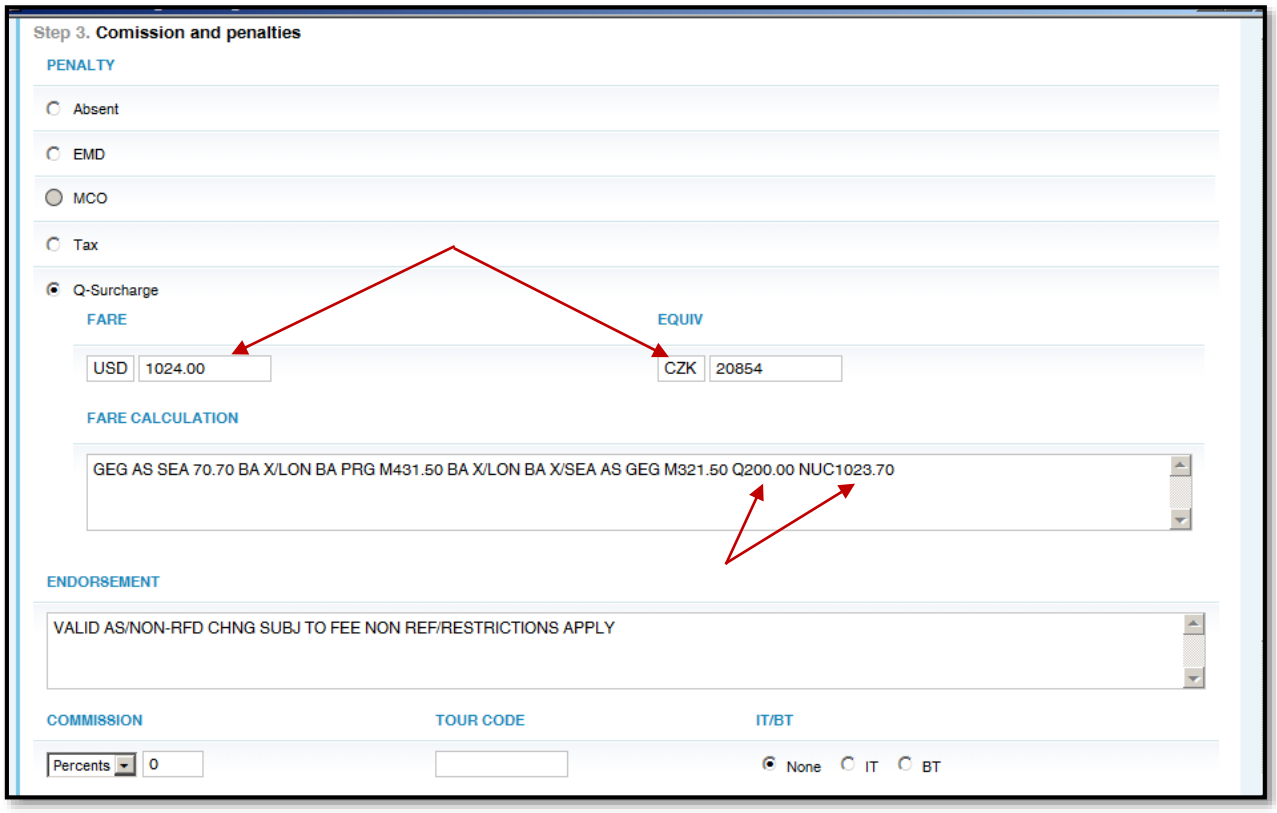
TAX TYPE – 2 letter tax code such as DU / XP / OB etc.
VALUE – the amount in local currency



Penalty collected to the Fare as Q surcharge shown in the Fare calculation

See the example later of this manual.

Penalty must be converted to the local currency using today's BSR first.
Then the amount in local currency must be converted to NUC using today's IROE (for reissues after departure using ROE valid on the date of ticket issue).
Fare calculation must be modified manually and the penalty in NUC added as Q surcharge.
The new NUC total must be converted to local currency using today's ROE (for reissues after departure using ROE valid on the date of ticket issue) and the Fare amount manually changed – see the example later in this manual.



The other fields shown on this page:

ENDORSEMENT is copied from the new Filed Fare if any and can be added or modified by the agent. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (*) or slash (/). The slash from the endorsement automatically stored is changed to dash.

COMMISSION is set in percentage to zero (0) by default and can be modified by the agent to specific percentage or to specific amount if necessary.

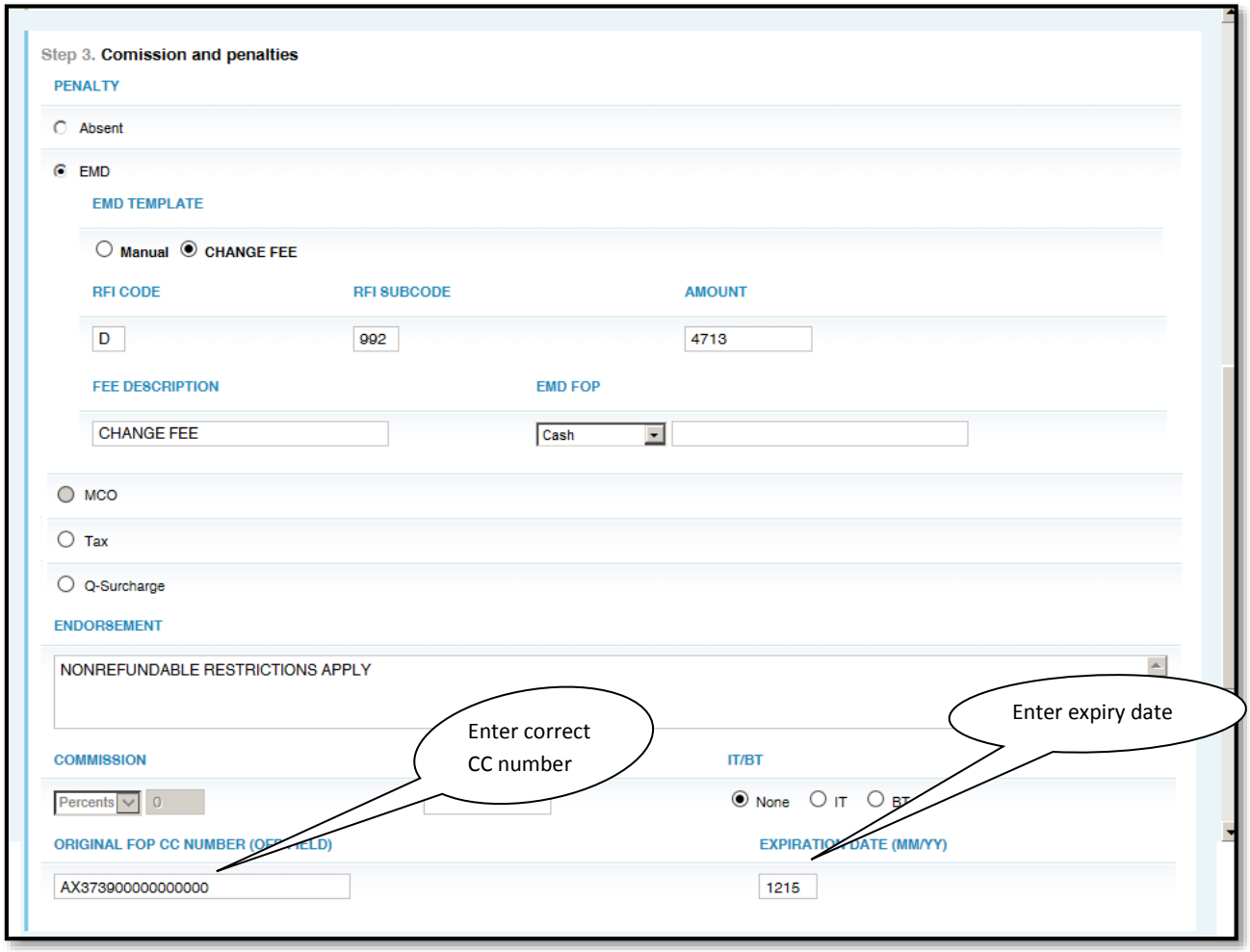
TOUR CODE if shown on the original ticket should be added by the agent or it is automatically added in case of private Fare.

IT or **BT** can be marked if the new ticket should be issued with IT or BT in the Fare box.

ORIGINAL FOP CC NUMBER (OFP FIELD)/ EXPIRATION DATE – When the original ticket was paid by credit card, the OFP element (original form of payment) has to be entered due to subsequent refund to this credit card. If the credit card number is masked, the agent has to enter the correct CC number into the OFP field and add credit card expiry date preceding by *D into "Expiration date" field in order for GEM to use OFP element automatically.

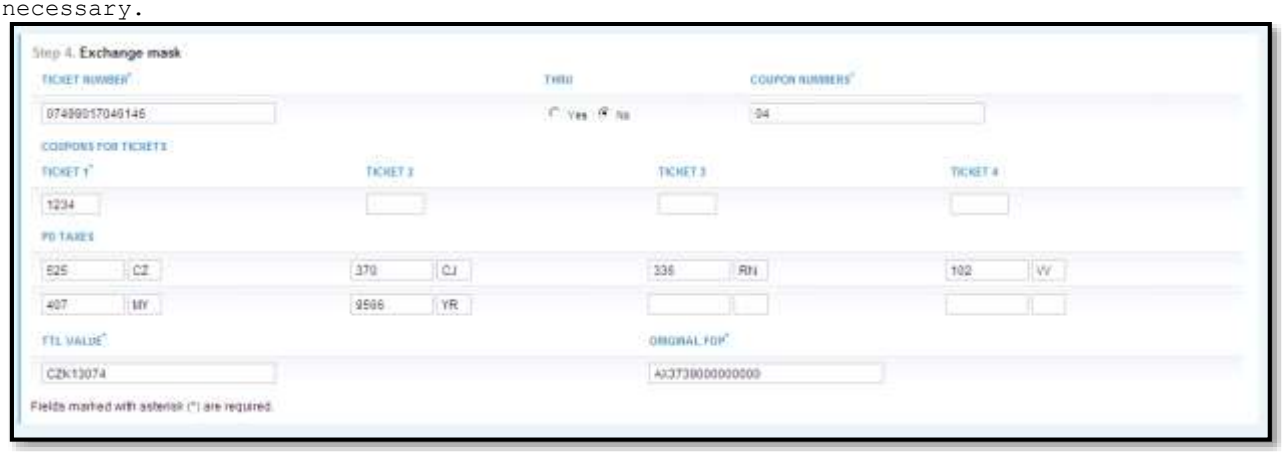
When all necessary data are entered press "Next" button located lower left.

Example continues – penalty collected on EMD paid by credit card, endorsement massage added, original FOP was credit card (OFP element displayed and the Expiry date has to be added).

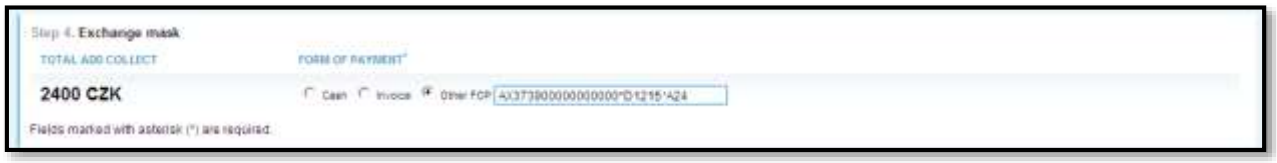


Step 4 - Exchange mask

Mostly nothing needs to be added or modified by the agent. Paid taxes are shown separately, only in case when there are more than 8 on the original ticket, they are included in XT. Originally paid taxes can be modified or deleted by the agent if necessary.



It is necessary to specify Form of payment used for difference collected on the ticket.

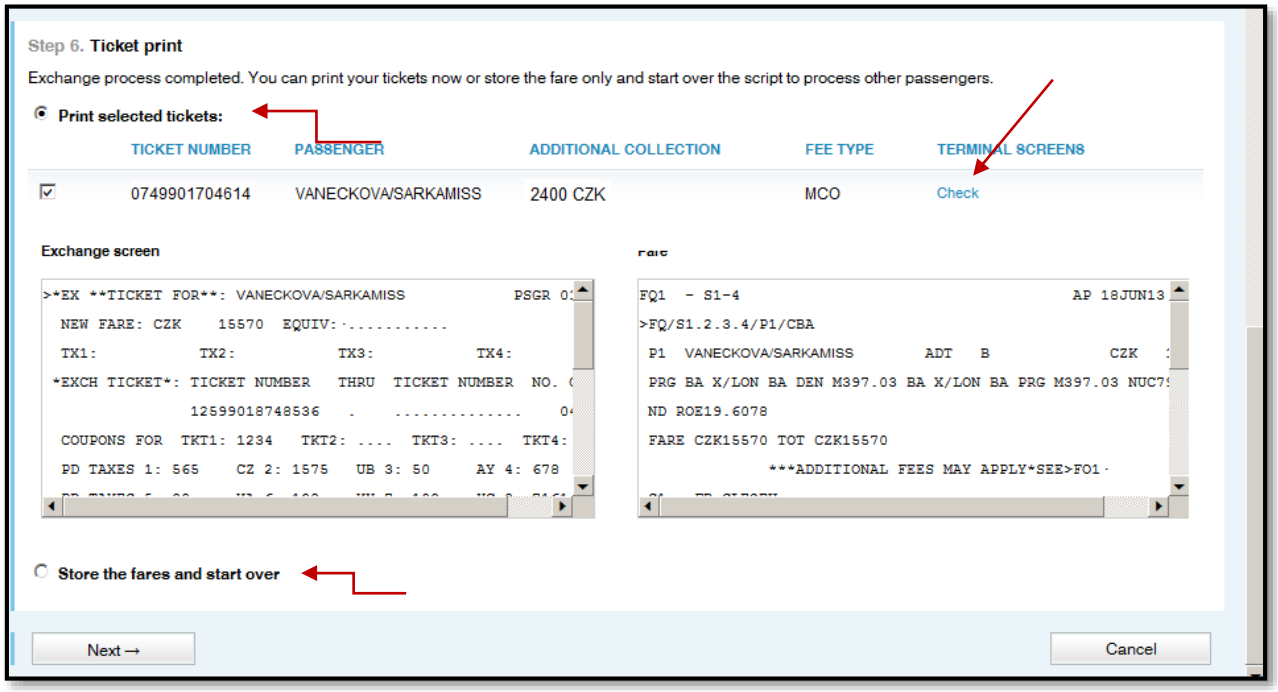


Step 5 – Fare copying

Now the agent can copy the already created Filed Fare and Exchange mask stored for the first passenger to other passengers having the same Fare and PTC (passenger type code). If there is only 1 passenger in the PNR this step is skipped and GEM immediately continues with step 6. The example with the explanation how to copy the mask is described later on.

Step 6 – Ticket print

The agent can do the last check before new ticket is issued by clicking on "**check**."


Step 6. Ticket print
Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.
Print selected tickets:
TICKET NUMBER
PASSENGER
ADDITIONAL COLLECTION
FEE TYPE
TERMINAL SCREENS
0749901704614
VANECKOVA/SARKAMISS
2400 CZK
MCO
Check
Exchange screen
>*EX **TICKET FOR**: VANECKOVA/SARKAMISS PSGR 0
NEW FARE: CZK 15570 EQUIV:
TX1: TX2: TX3: TX4:
EXCH TICKET: TICKET NUMBER THRU TICKET NUMBER NO.
125990187485 36 . 04
COUPONS FOR TKT1: 1234 TKT2: .... TKT3: TKT4:
PD TAXES 1: 565 CZ 2: 1575 UB 3: 50 AY 4: 678
FQ1 - S1-4 AP 18JUN13
>FQ/S1.2.3.4/P1/CBA
P1 VANECKOVA/SARKAMISS ADT B CZK
PRG BA X/LON BA DEN M397.03 BA X/LON BA PRG M397.03 NUC7
ND ROE19.6078
FARE CZK15570 TOT CZK15570
***ADDITIONAL FEES MAY APPLY*SEE>FO1
Store the fares and start over
Next →
Cancel

When checked, the agent can issue new ticket together with EMD if "Print selected tickets" option is marked or to choose the option "Store the fare and start over" and issue ticket(s) later using >TKP< entry.

!!! To "Store the fare and start over" is not recommended in case of penalty collected on EMD because then EMD will not be issued automatically with the new ticket but must be issued manually by the agent using the entry: EMDI/IC.....

When selected, press "Next" button located lower left and new ticket together with EMD is issued.

Ticket exchange completed successfully
You can close this window and return to the Galileo Desktop or press a button below to start over exchanging other ticket.
Start over

New ticket:

```
TKT: 074 9901 730369     NAME: VANECKOVA/SARKAMISS
 CC: AX373900000000000
ISSUED: 24NOV12          FOP:AX373900000000000-24/MISC
PSEUDO: 79YE  PLATING CARRIER: KL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN KL 1358  L  15MAR PRGAMS  1825 OK QLSRCZ             1
                                       NVB15MAR NVA15MAR
   OPEN KL  809  Q  15MAR AMSKUL  2050 OK QLSRCZ             2
                                       NVB15MAR NVA15MAR
   OPEN KL  810  L  30MAR KULAMS  2345 OK LLSRCZ             3
                                       NVB30MAR NVA30MAR
   OPEN KL 1351  L  31MAR AMSPRG  0755 OK LLSRCZ             4
                                       NVB31MAR NVA31MAR
FARE CZK   15270 TAX  11306 XT TAX      6 CJ TAX    198 XT
TOTAL CZK   2400A
   NON ENDO- FARE RSTR COULD/APPLY-PENALTY COLLECTED ON/MCO
PRG KL X/AMS KL KUL 346.30QLSRCZ KL X/AMS KL PRG 43
5.95LLSRCZ NUC782.25END ROE19.5204 XT CZK8RN CZK2VV
 CZK188YR PD525CZ PD370CJ PD336RN PD102VV PD407MY P
D9566YR
EXCHANGED FOR: 0749901704614
ORIGINAL ISSUE: 0749901704614PRG02OCT1299999992
RLOC 1G VHPWSK    1A ZFR8Y2
```

EMD issued:

```
1259992059187      VANECKOVA/SARKAMISS 78NGBW/1G/79YE 99999992
CPN RFISC     DESCRIPTION           VALUE       DATE   STATUS
 1  D-992  DATE CHNG FEE         CZK     2510          USED
           EMD DOCUMENT TOTAL:   CZK     2510
>EMD DETAIL DISPLAY      ·
>EMD VOID                ·.
>EMD REFUND              ·.
```

When the exchange/reissue process is rejected by the system (Galileo), such or similar warning message – red one - is returned. The agent can check the reason by clicking on "Open last executed command" and start from the beginning using another FQ option when "Start over" button is pressed.

There was an error in current operation
NO VALID FARE FOR INPUT CRITERIA
Make appropriate changes in itinerary and run script once again
Open last executed command

Such or similar message is displayed in case that GEM needs to add or correct some additional information.

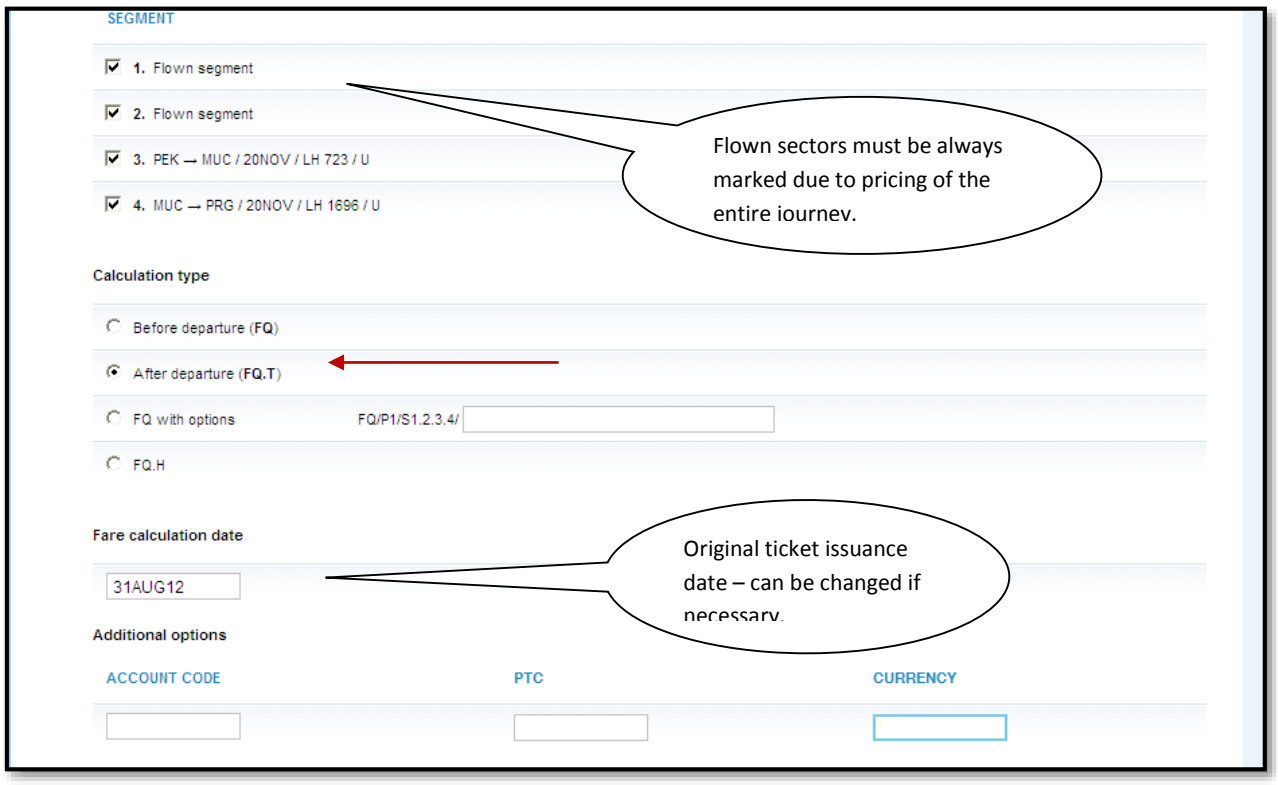
Or

With the GEM development the layout of some fields can be changed but the functionality remains the same.

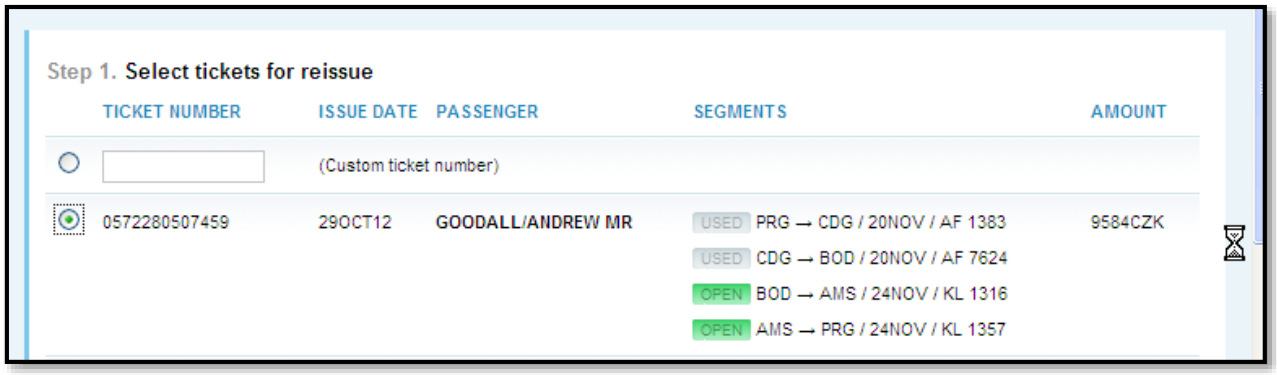
See specific examples of correct application in next chapter:

EXCHANGE/REISSUE SCENARIOUS

Reissue after departure



Reissue after departure, upgrade of already flown sectors – FQ with option:



Original Fare basis of already flown sectors PRG-PAR-BOD was **ESR6CZ which** has to be upgraded to **TWKCZ** fare due to conditions of the appropriate Fare. In such a case "FQ with option" functionality should be selected and required Fare basis should be entered into the appropriate fields for each segment.

Penalty collected to the Fare as Q surcharge

Original ticket:

```
TKT: 075 9901 672448     NAME: KLIMOVA/MISAMRS
ISSUED: 16AUG12          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: IB  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN IB 5780  L  15OCT PRGBCN  1505 OK LRTNVY             1
                                          NVB15OCT NVA15OCT
   OPEN IB 7880  K  25OCT BCNPRG  1645 OK KCZEU              2
                                          NVB25OCT NVA25OCT
FARE CZK    7591 TAX    525 CZ TAX    359 JD TAX   2020 XT
TOTAL CZK   10495
   21 NOEND/CHGS REST/NON REF/RESTRICTION APPLY/22 NOEND/CGS-REF
    RESTRICT
PRG IB BCN 135.12 IB PRG 235.47 NUC370.59END ROE20.
4816 XT 99QV1921YQ
RLOC 1G XMSZ2K    1A 6FAOMA
```

According to the Rule applicable to KCZEU Fare penalty of EUR 50.00 should be collected.

```
FN*28/16
028 PRGBCN 15OCT12 IB CZK    9646 KCZEU    STAY- V/12MBK-K
16. PENALTIES
WITHIN EUROPE FOR K- TYPE FARES
CHANGES
    ANY TIME
      CHARGE EUR 50.00 FOR REISSUE/REVALIDATION.
```

Penalty in EUR must be converted to CZK – country of exchange/reissue using today's BSR first:

```
>FZSEUR50CZK
RATES LAST UPDATED 16AUG 07:00 AM
EQU CZK1281
BANK SELLING RATE  1EUR EQUALS  25.61       CZK
```

The amount in CZK must be converted to NUC using today's IROE (for reissues after departure using ROE valid on the date of ticket issue):

```
>FZICZK1281NUC
RATES LAST UPDATED 26JUL 00:47 AM
EQU NUC62.54         ROE  20.4816   LCL CURR DIVIDED BY ROE
```

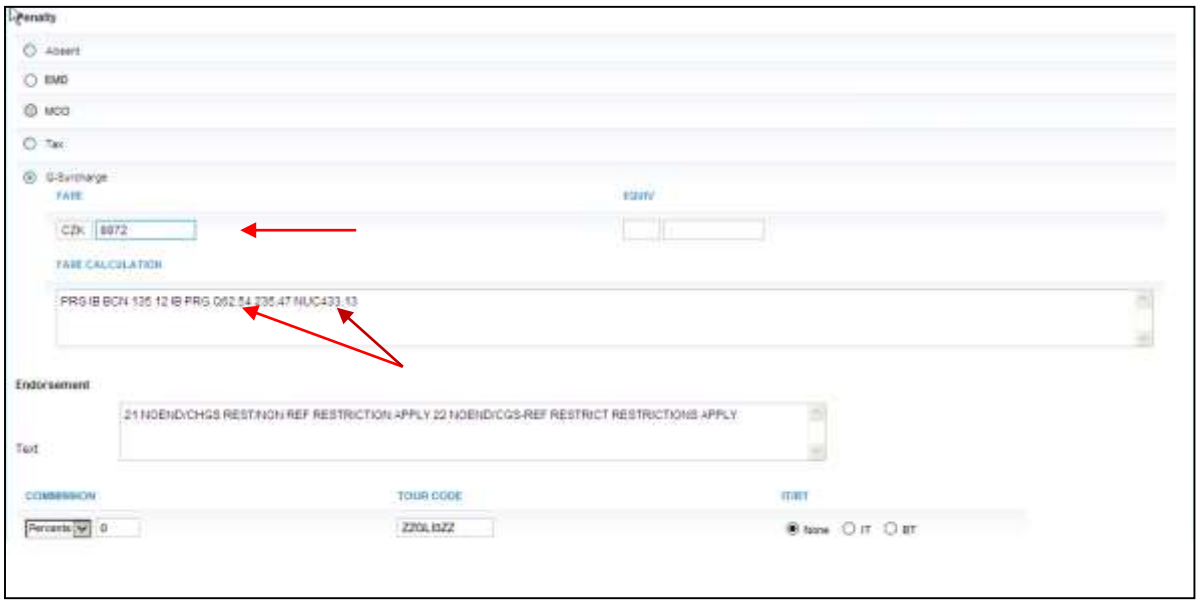
Fare calculation must be modified manually as follows:

```
PRG IB BCN 135.12 IB PRG Q62.54 235.47 NUC433.13
```

The new NUC total must be converted to CZK using today's ROE (for reissues after departure using ROE valid on the date of ticket issue) and the Fare amount manually changed:

```
>FZINUC433.13CZK
RATES LAST UPDATED 16AUG 00:47 AM
EQU CZK8872          ROE  20.4816   NUC RATE MULTIPLIED BY ROE
```

Step 3:

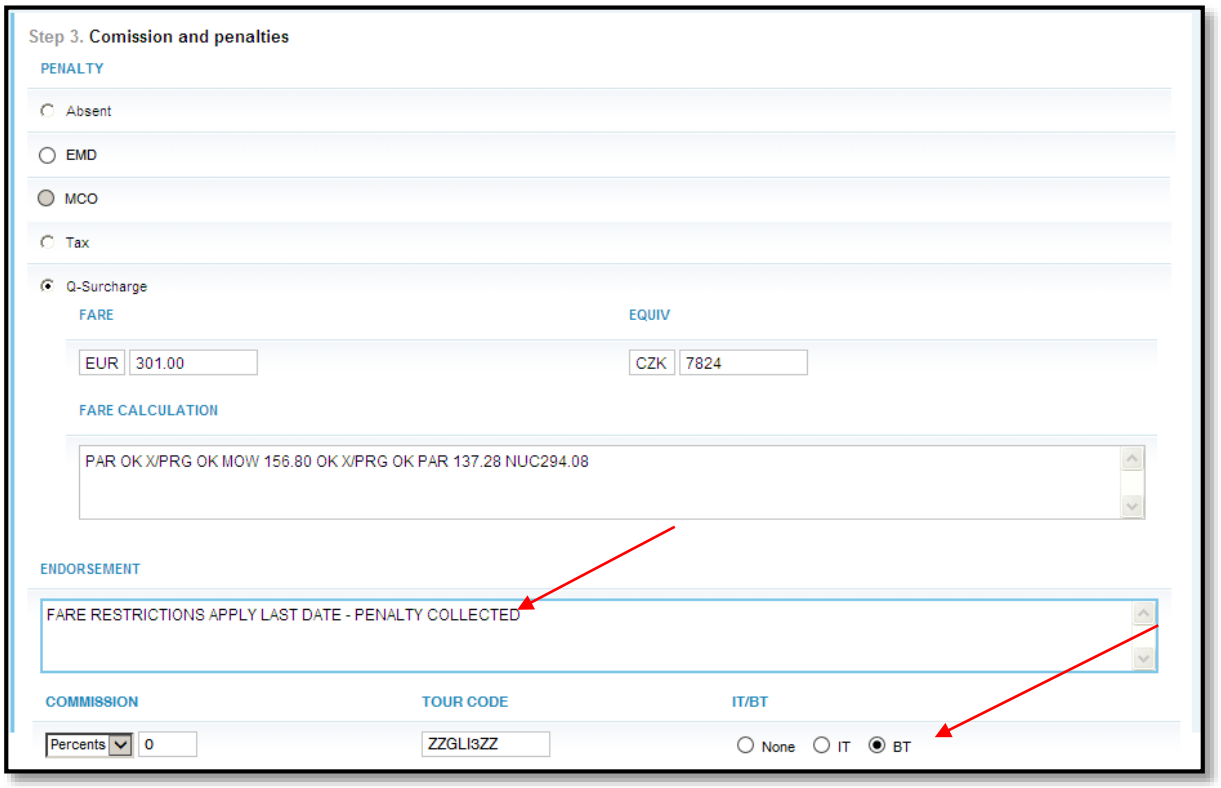


New ticket:

```
TKT: 075 9901 672468      NAME: KLIMOVA/MISAMRS
ISSUED: 16AUG12           FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: IB  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN IB 5780  L  15OCT PRGBCN  1505 OK LRTNVY             1
                                         NVB15OCT NVA15OCT
   OPEN IB 5779  K  22OCT BCNPRG  1205 OK KCZEU              2
                                         NVB22OCT NVA22OCT
FARE CZK    8872 TAX    525 CZ TAX    359 JD TAX   2020 XT
TOTAL CZK   1281A
   21 NOEND/CHGS REST/NON REF/RESTRICTION APPLY/22 NOEND/CGS-REF
    RESTRICT
PRG IB BCN 135.12 IB PRG Q62.54 235.47 NUC433.13END
 ROE20.4816 XT PD99QV PD1921YQ
EXCHANGED FOR: 0759901672448
ORIGINAL ISSUE: 0759901672448PRG16AUG1299999992
RLOC 1G XMSZ2K    1A 6FAOMA
```

Penalty collected to the Fare in case of IT/BT ticket

Step 3:
As the private Fare cannot be modified by the agent (changes in Fare and/or Equivalent are not allowed), the Filed Fare mask must be manually built by GEM and **IT/BT box is ticked automatically**. This will ensure that the Fare, Equivalent and NUC amounts in the Fare calculation are not shown on the ticket but only as IT/BT. A penalty as Q surcharge is not shown in the Fare calculation as well. Therefore it is better to mention it in the endorsement box.



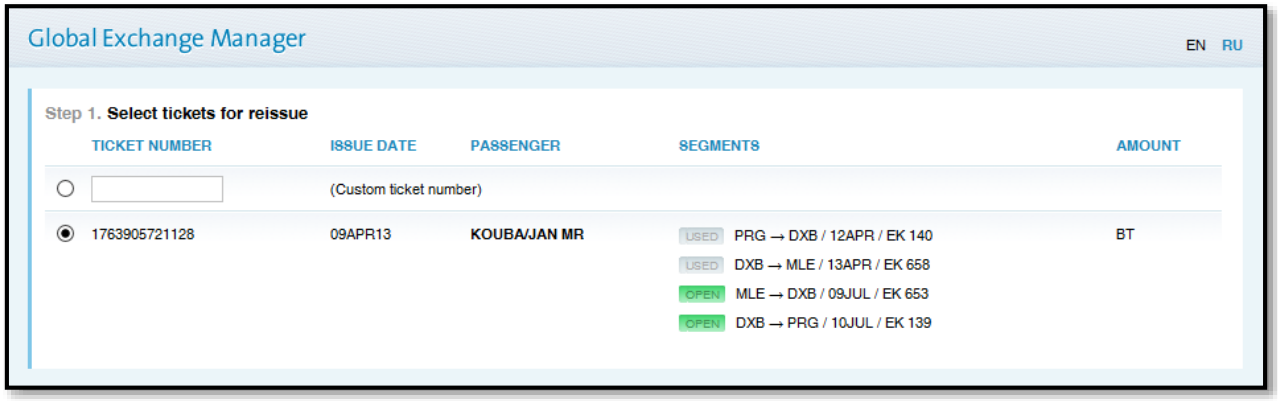
Private Fare with account code issued as BT – reissue after departure

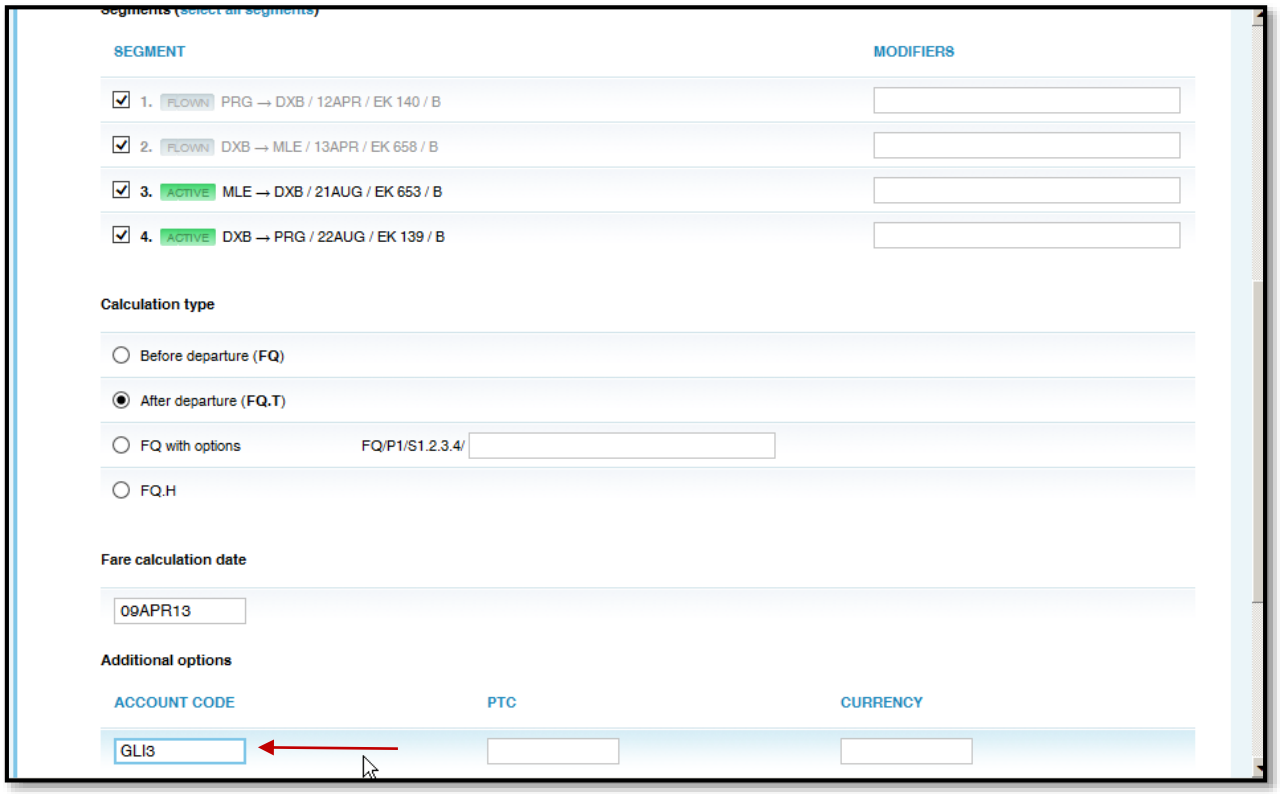
Original ticket:

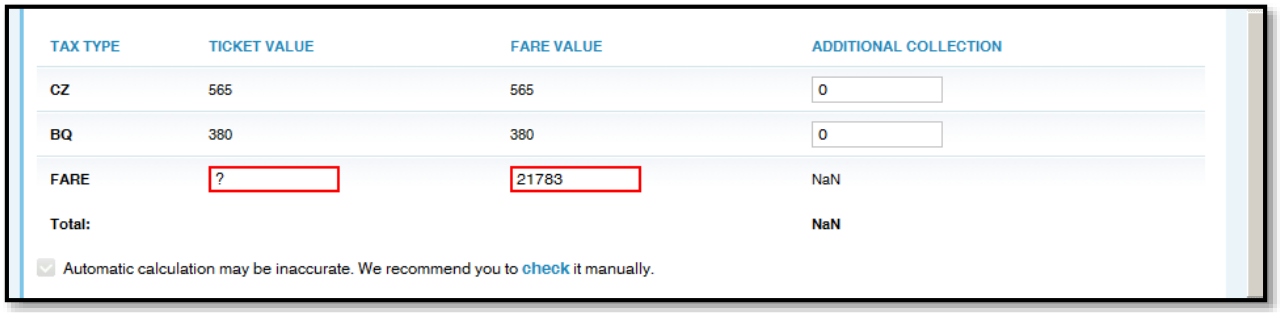
```
TKT: 176 3905 721128      NAME: KOUBA/JANMR
ISSUED: 09APR13           FOP:INVOICE
PSEUDO: 5C0L  PLATING CARRIER: EK  ISO: CZ  IATA: 15200054
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   USED EK 0140  B  12APR PRGDXB  1600 OK BLE1YCZ1/GLI3      1
   USED EK 0658  B  13APR DXBMLE  0325 OK BLE1YCZ1/GLI3      2
   OPEN EK 0653  B  09JUL MLEDXB  2300 OK BLE1YCZ1/GLI3      3
                                          NVB15APR
   OPEN EK 0139  B  10JUL DXBPRG  0905 OK BLE1YCZ1/GLI3      4
                                          NVB15APR
FARE          BT TAX    565 CZ TAX    380 BQ TAX
TOTAL          BT
   NON-END/SKYWARDS SAVER WP/35932/DTE CHG FOC/CANX       40/NO
   SHOW CZK10280
PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39
.10 M/BT END ROE19.6078
TOUR CODE ZZGLI3ZZ
RLOC 1G NF49SC    EK FIETFF
```

Changed itinerary:

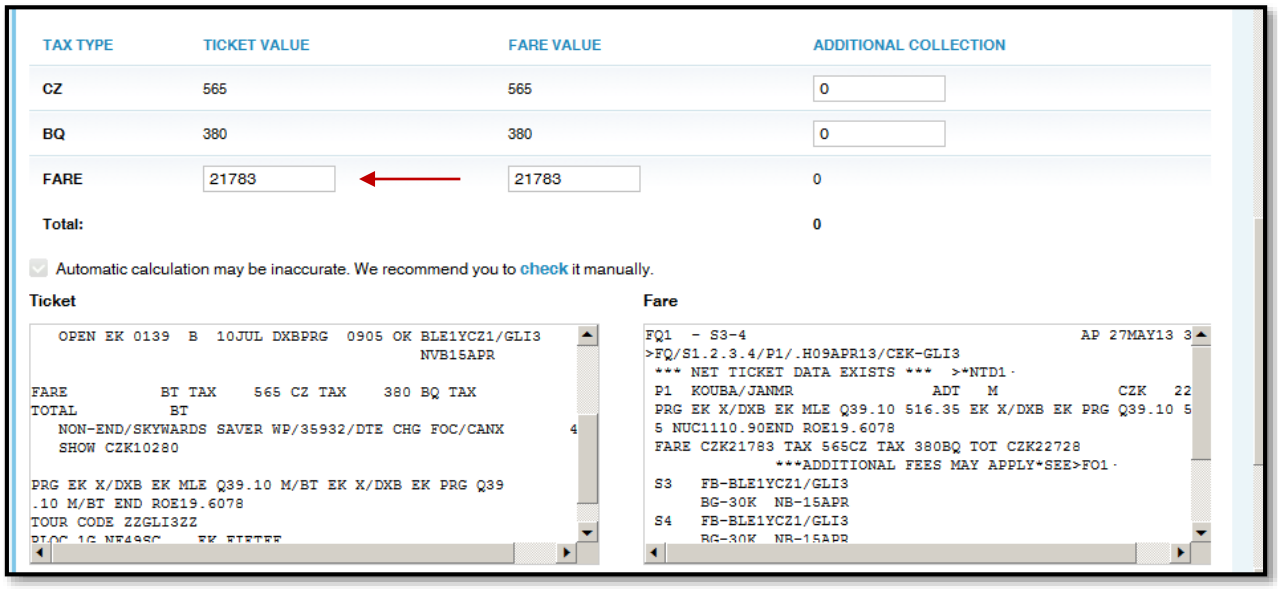
```
ZJGHFW/IO OSROU 5C0LIO  AG 15200054 27MAY
  1.1KOUBA/JANMR
 3. EK  653 B  21AUG MLEDXB HK1  2300  #0200  O*       E WE  3
 4. EK  139 B  22AUG DXBPRG HK1  0905   1325  O*       E TH  3
```

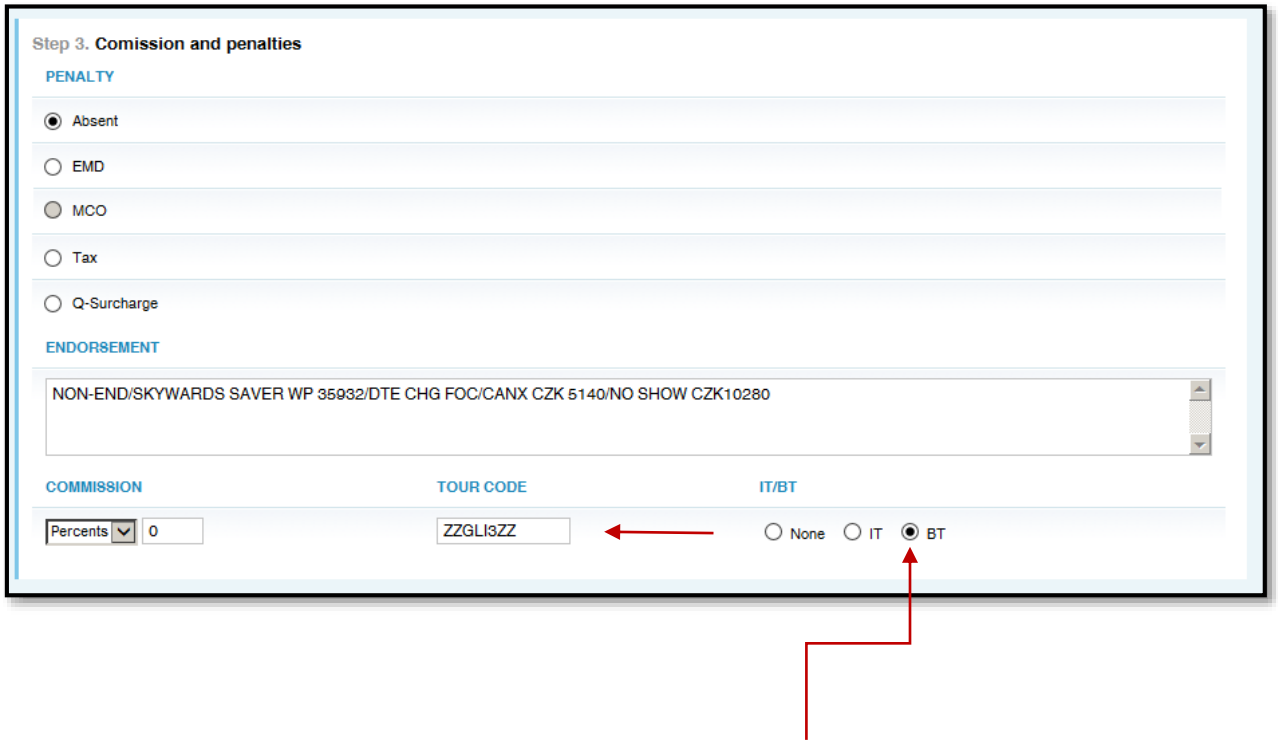




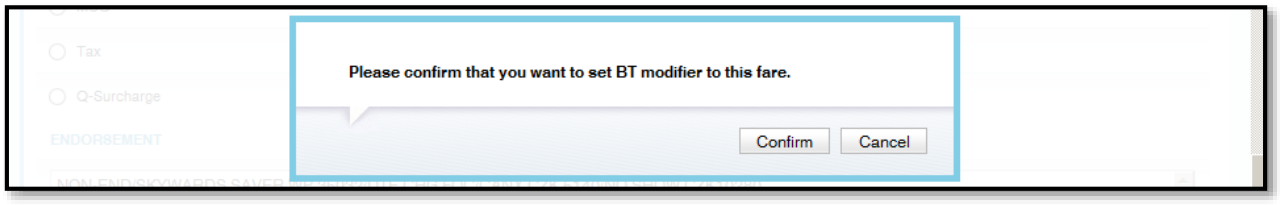


GEM is not able to read the Fare and the Equivalent from the original ticket because of IT/BT and therefore the Fare, respectively Equivalent must be added by the agent manually.

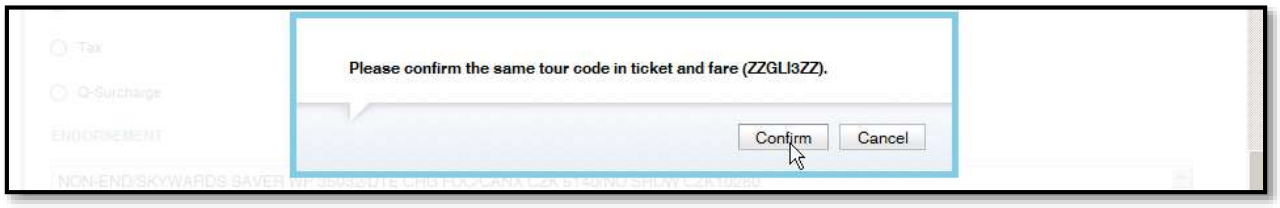


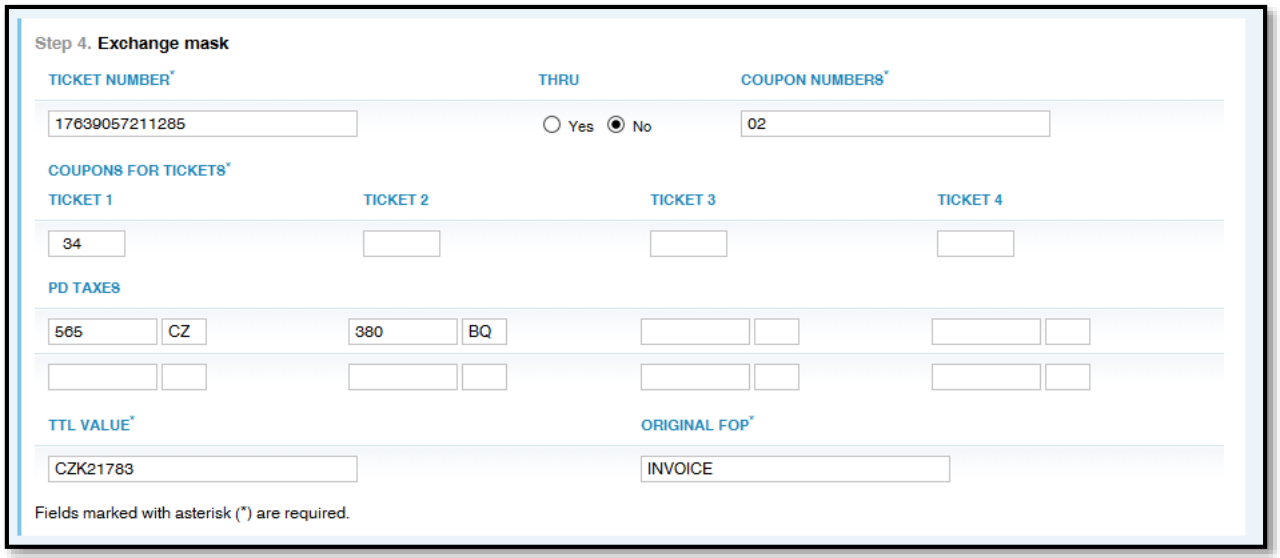


The Tour code is automatically added if filed by the carrier together with the private Fare.



The same is valid for commission. If private Fare is filed as IT/BT, IT or BT field will be marked automatically.





Steps 5 and 6 in this example would be completed as described in previous cases.

New ticket:

```
TKT: 176 3905 789359     NAME: KOUBA/JANMR
ISSUED: 28MAY13          FOP:MISC
PSEUDO: 5C0L  PLATING CARRIER: EK  ISO: CZ  IATA: 15200054
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN EK 0653  B  21AUG MLEDXB  2300 OK BLE1YCZ1/GLI3      1
                                          NVB15APR
   OPEN EK 0139  B  22AUG DXBPRG  0905 OK BLE1YCZ1/GLI3      2
                                          NVB15APR
FARE          BT TAX    565 CZ TAX    380 BQ TAX
TOTAL         BT
   NON-END/SKYWARDS SAVER/WP 35932/DTE CHG FOC/CANX/CZK 5140/NO
   SHOW CZK10280

PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39
.10 M/BT END ROE19.6078
TOUR CODE ZZGLI3ZZ
EXCHANGED FOR: 1763905721128
ORIGINAL ISSUE: 1763905721128PRG09APR1315200054
RLOC 1G ZJGHFW    EK FIETFF
```

Reissue with Fare copy functionality

Filed Fare and Exchange mask can be copied for next passengers having the same PTC

Original tickets – 2 adult passengers – same Fare and same PTC:

```
TKT: 064 9901 828825     NAME: PREJZKOVA/ELISKAMISS
ISSUED: 18APR13          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN OK  190  S  10AUG PRGICN  1255 OK SLPROEU1           1
                                        NVB10AUG NVA10AUG
   ARPT KE  701  T  11AUG ICNNRT  0910 OK SLPROEU1           2
                                        NVB11AUG NVA11AUG
   ARPT KE  706  T  25AUG NRTICN  0925 OK SLPROEU1           3
                                        NVB25AUG NVA25AUG
   OPEN OK  191  S  25AUG ICNPRG  1245 OK SLPROEU1           4
                                        NVB25AUG NVA25AUG
FARE CZK   13000 TAX    565 CZ TAX    358 BP TAX   4361 XT
TOTAL CZK   18284
   FARE RESTRICTIONS APPLY
PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N
UC663.00END ROE19.6078 XT 102OI415SW3844YQ
RLOC 1G XLZMX8    1A 2NNQZM
```

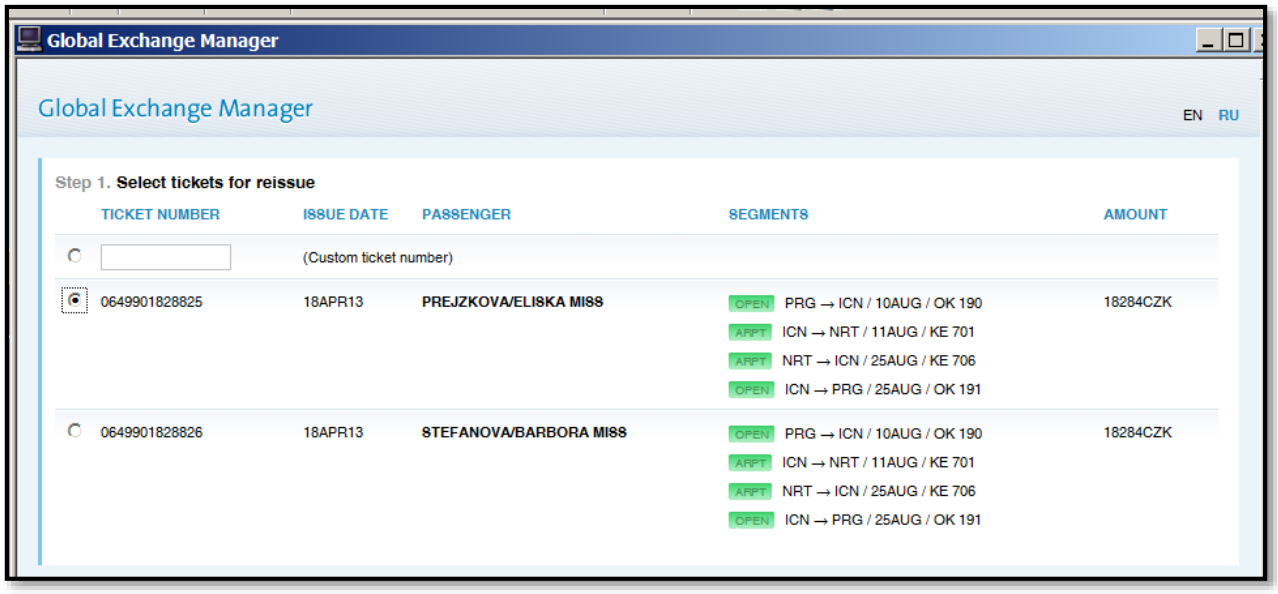
```
TKT: 064 9901 828826     NAME: STEFANOVA/BARBORAMISS
ISSUED: 18APR13          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN OK  190  S  10AUG PRGICN  1255 OK SLPROEU1           1
                                        NVB10AUG NVA10AUG
   ARPT KE  701  T  11AUG ICNNRT  0910 OK SLPROEU1           2
                                        NVB11AUG NVA11AUG
   ARPT KE  706  T  25AUG NRTICN  0925 OK SLPROEU1           3
                                        NVB25AUG NVA25AUG
   OPEN OK  191  S  25AUG ICNPRG  1245 OK SLPROEU1           4
                                        NVB25AUG NVA25AUG
FARE CZK   13000 TAX    565 CZ TAX    358 BP TAX   4361 XT
TOTAL CZK   18284
   FARE RESTRICTIONS APPLY
PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N
UC663.00END ROE19.6078 XT 102OI415SW3844YQ
RLOC 1G XLZMX8    1A 2NNQZM
```

Changed itinerary:

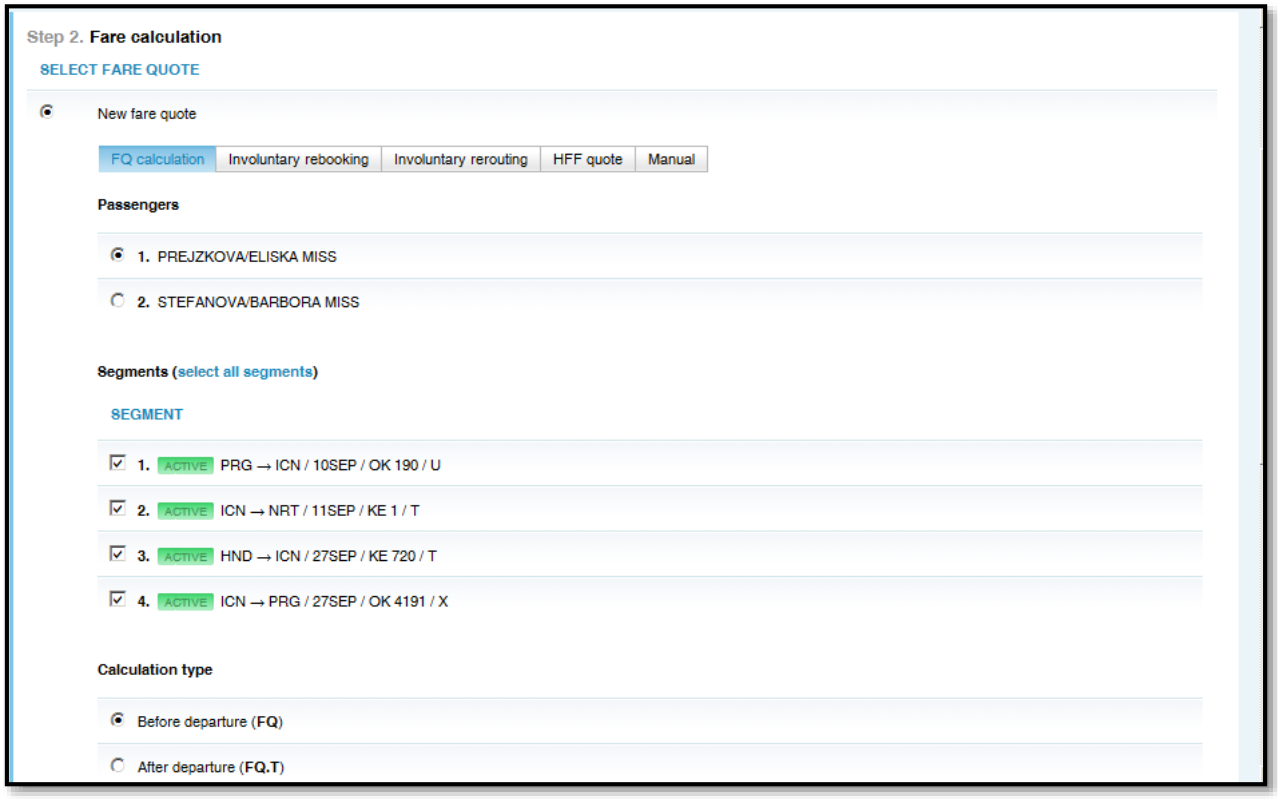
```
XLZMX8/28 BRQNT MTRG128 AG 99999992 18APR
  1.1PREJZKOVA/ELISKAMISS   2.1STEFANOVA/BARBORAMISS
 1. OK  190 U  10SEP PRGICN HK2  1830  #1115  O        E TU
 2. KE  707 T  11SEP ICNNRT HK2  1705   1930  O        E WE
 3. KE  720 T  27SEP HNDICN HK2  0610   0835  O        E FR
 4. OK 4191 X  27SEP ICNPRG HK2  1245   1650  O        E FR
```

The mask for the first passenger should to be prepared as usual:

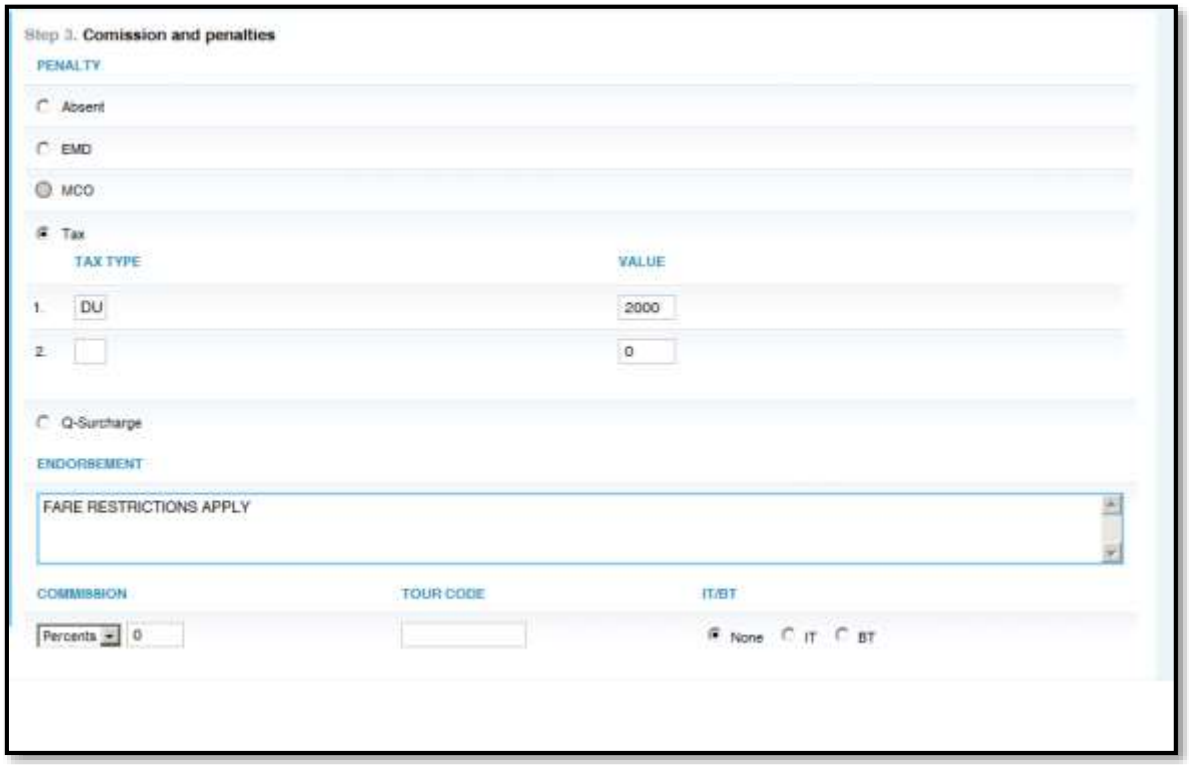
Step 1:


Global Exchange Manager
Global Exchange Manager
EN RU
Step 1. Select tickets for reissue
TICKET NUMBER
ISSUE DATE
PASSENGER
SEGMENTS
AMOUNT
(Custom ticket number)
0649901828825
18APR13
PREJZKOVA/ELISKA MISS
OPEN PRG → ICN / 10AUG / OK 190
ARPT ICN → NRT / 11AUG / KE 701
ARPT NRT → ICN / 25AUG / KE 706
OPEN ICN → PRG / 25AUG / OK 191
18284CZK
0649901828826
18APR13
STEFANOVA/BARBORA MISS
OPEN PRG → ICN / 10AUG / OK 190
ARPT ICN → NRT / 11AUG / KE 701
ARPT NRT → ICN / 25AUG / KE 706
OPEN ICN → PRG / 25AUG / OK 191
18284CZK

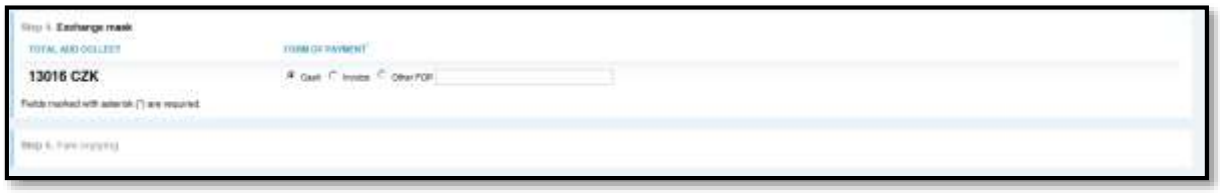
Step 2:


Step 2. Fare calculation
SELECT FARE QUOTE
New fare quote
FQ calculation
Involuntary rebooking
Involuntary rerouting
HFF quote
Manual
Passengers
1. PREJZKOVA/ELISKA MISS
2. STEFANOVA/BARBORA MISS
Segments (select all segments)
SEGMENT
1. ACTIVE PRG → ICN / 10SEP / OK 190 / U
2. ACTIVE ICN → NRT / 11SEP / KE 1 / T
3. ACTIVE HND → ICN / 27SEP / KE 720 / T
4. ACTIVE ICN → PRG / 27SEP / OK 4191 / X
Calculation type
Before departure (FQ)
After departure (FQ.T)

Step 3:


Step 3. Comission and penalties
PENALTY
Absent
EMD
MCO
Tax
TAX TYPE
VALUE
1. DU
2000
2.
0
Q-Surcharge
ENDORSEMENT
FARE RESTRICTIONS APPLY
COMMISSION
TOUR CODE
IT/BT
Percents
0
None
IT
BT

Step 4:



Step 5:

At this step the agent can copy already stored File Fare and Exchange mask created for the first passenger to other passengers having the same Fare and PTC (passenger type code – ADT/CNN/YTH etc.). It is necessary only to select correct passenger type and his ticket. If you don't need to use this functionality, you can just skip this step (press Next button) and continue to step 6.

Step 6:

All tickets can be exchanged just now or Filed Fare and Exchange mask for each passenger can be stored in the PNR and exchanged later.

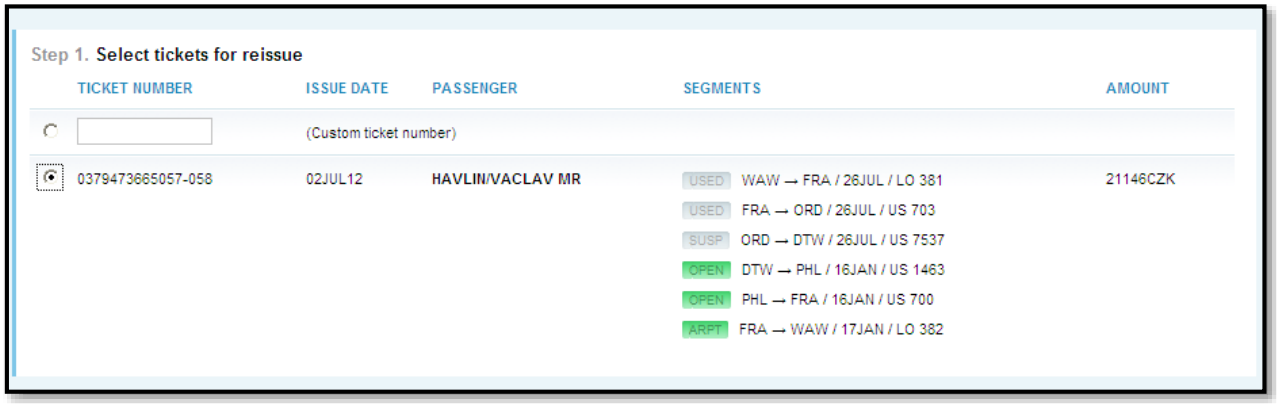
Involuntary rebooking/rerouting after departure

Original ticket:

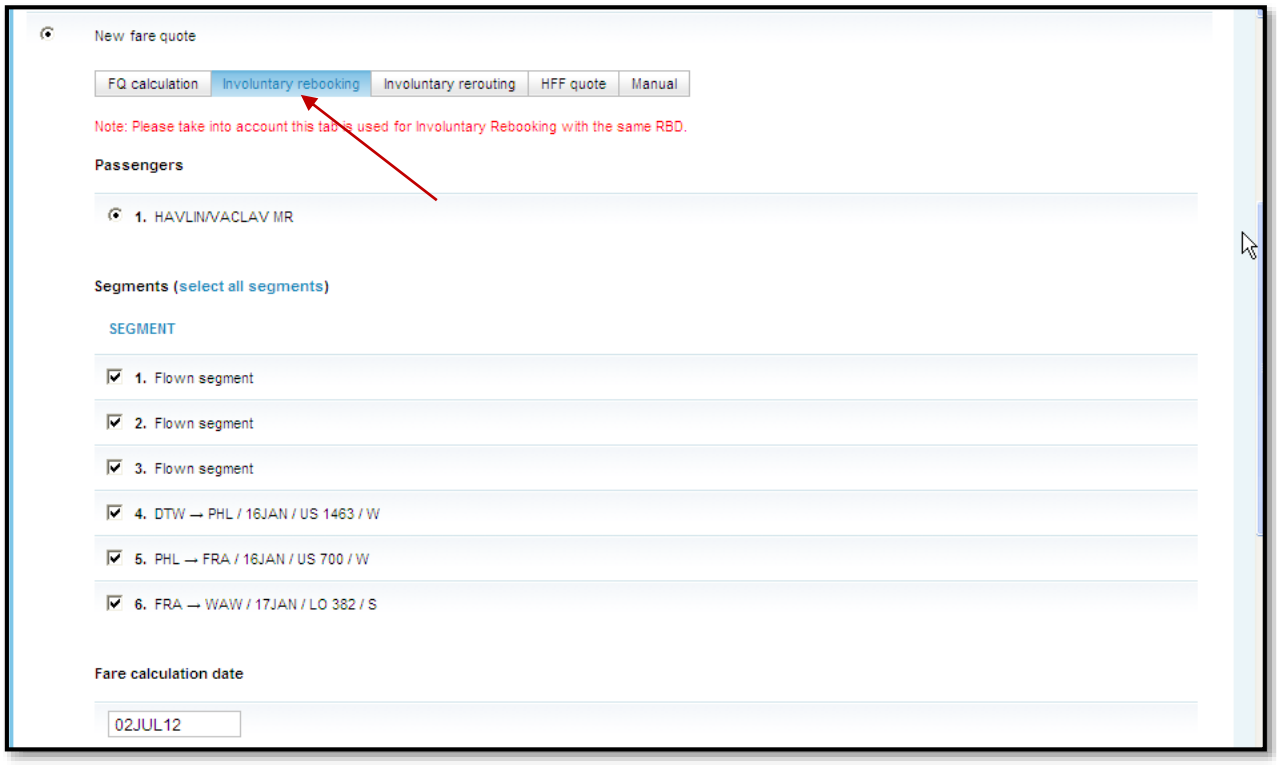
```
TKT: 037 9473 665057-058 NAME: HAVLIN/VACLAVMR
ISSUED: 02JUL12          FOP:CASH
PSEUDO: 5C0L  PLATING CARRIER: US  ISO: CZ  IATA: 15200054
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   USED LO  381  S  26JUL WAWFRA  0630 OK WHNCPLLW           1
                                       NVB26JUL NVA26JUL
   USED US  703  W  26JUL FRAORD  1310 OK WHNCPLLW           2
                                       NVB26JUL NVA26JUL
   SUSP US 7537  W  26JUL ORDDTW  2130 OK WHNCPLLW           3
                                       NVB26JUL NVA26JUL
   OPEN US 1463  W  16JAN DTWPHL  1130 OK WHNCPLLW           4
                                       NVB16JAN NVA16JAN
----058----
   OPEN US  700  W  16JAN PHLFRA  1630 OK WHNCPLLW           1
                                       NVB16JAN NVA16JAN
   ARPT LO 0382  S  17JAN FRAWAW  0915 OK WHNCPLLW           2
                                       NVB17JAN NVA17JAN
FARE PLN 2715.00 TAX      5 ND TAX    372 XW TAX   3946 XT
TOTAL CZK   21146
EQUIV CZK   16823
   NO RFND/CHANGE FEE APPLIES
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
95XF PHL4.5
RLOC 1G N444F4    US E6VLRP
```

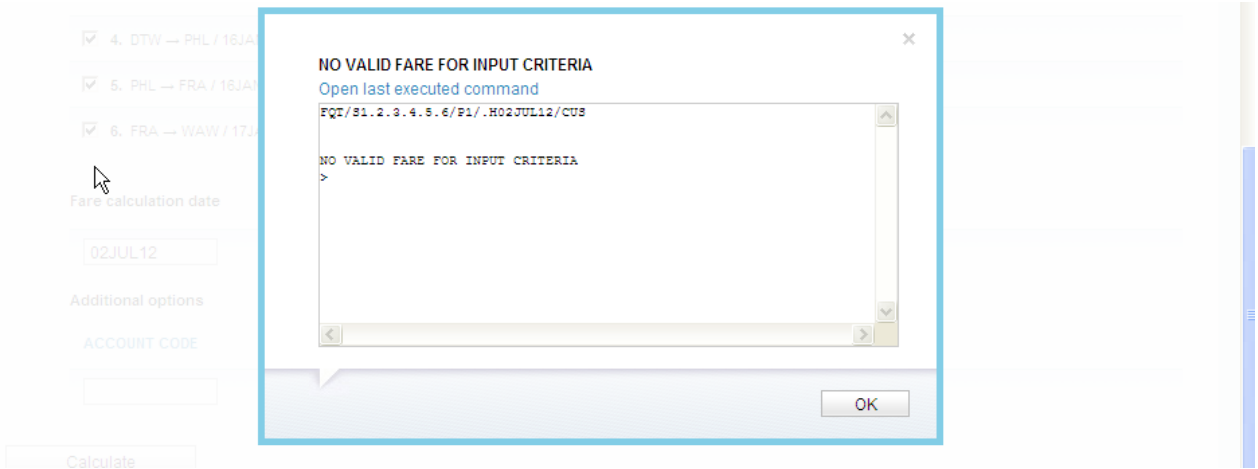
Changed itinerary:

```
3HF9- STELLA TRAVEL            BRQ
N444F4/LK OSROU 3HF9LK  AG 99999992 02JUL
  1.1HAVLIN/VACLAVMR
 4. US 1463 W  16JAN DTWPHL HK1  1130   1306  O*         WE
 5. US  728 W  16JAN PHLFRA HK1  1625  #0615  O*        E WE   ←
 6. LO  382 S  17JAN FRAWAW HK1  0915   1100  O*        E TH
```

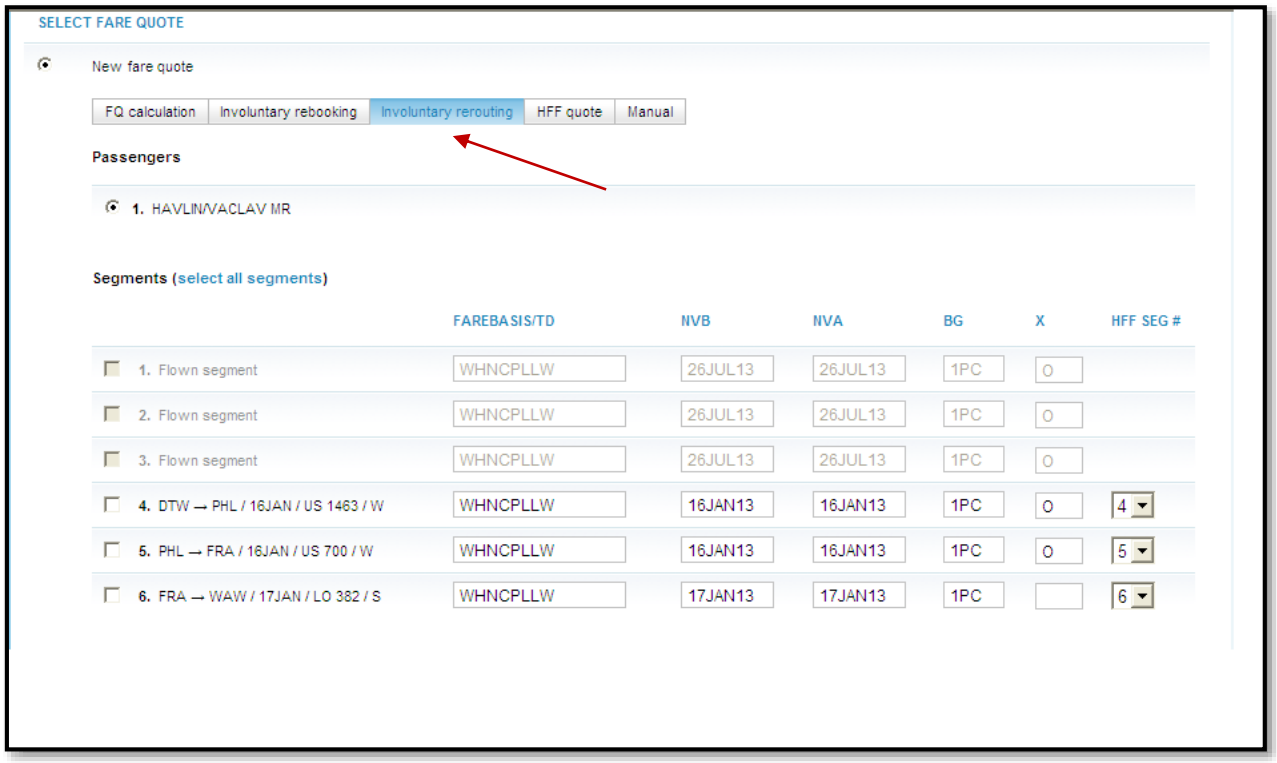

Step 1. Select tickets for reissue
TICKET NUMBER
ISSUE DATE
PASSENGER
SEGMENTS
AMOUNT
(Custom ticket number)
0379473665057-058
02JUL12
HAVLIN/VACLAV MR
USED WAW → FRA / 26JUL / LO 381
USED FRA → ORD / 26JUL / US 703
SUSP ORD → DTW / 26JUL / US 7537
OPEN DTW → PHL / 16JAN / US 1463
OPEN PHL → FRA / 16JAN / US 700
ARPT FRA → WAW / 17JAN / LO 382
21146CZK

We can try to use **"Involuntary rebooking"** tab because it is only flight change and is done in the same booking class. **But "Involuntary rebooking" tab is based on FQ calculation and not always is working for involuntary rerouting.**

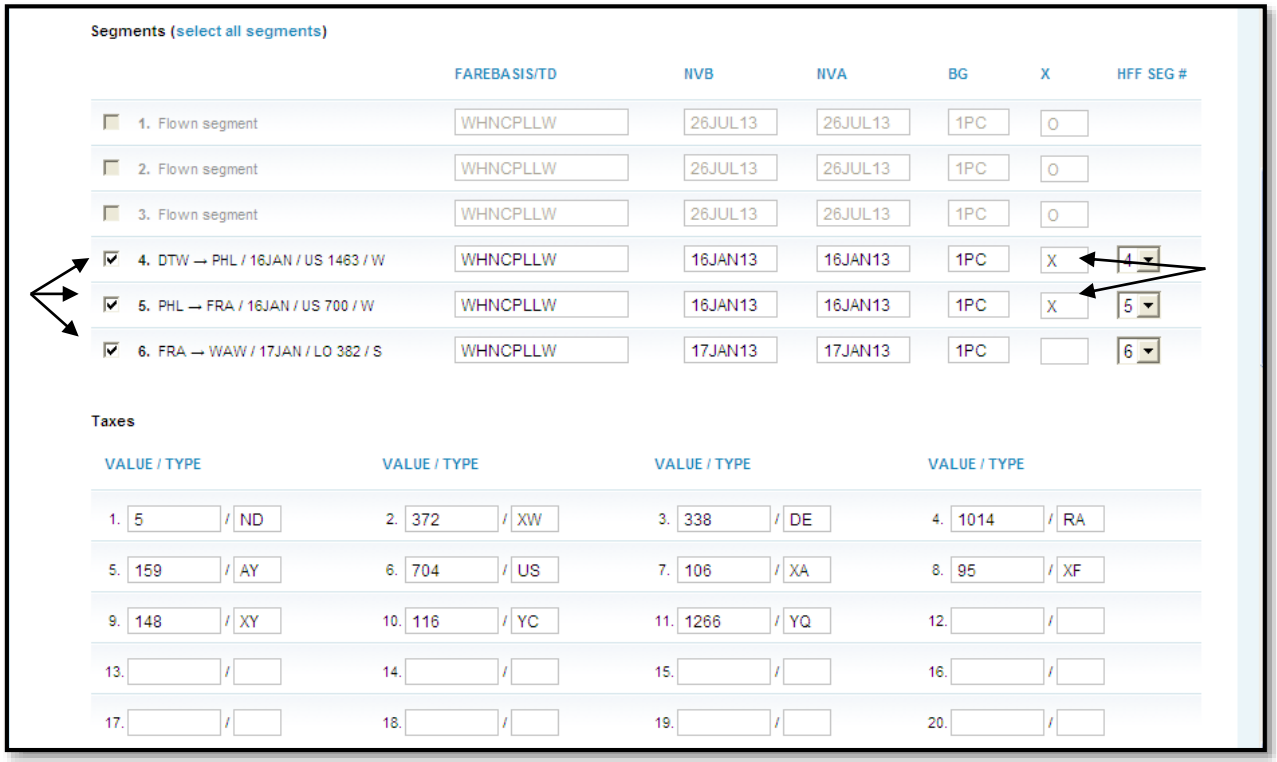

New fare quote
FQ calculation
Involuntary rebooking
Involuntary rerouting
HFF quote
Manual
Note: Please take into account this tab is used for Involuntary Rebooking with the same RBD.
Passengers
1. HAVLIN/VACLAV MR
Segments (select all segments)
SEGMENT
1. Flown segment
2. Flown segment
3. Flown segment
4. DTW — PHL / 16JAN / US 1463 / W
5. PHL — FRA / 16JAN / US 700 / W
6. FRA — WAW / 17JAN / LO 382 / S
Fare calculation date
02JUL12



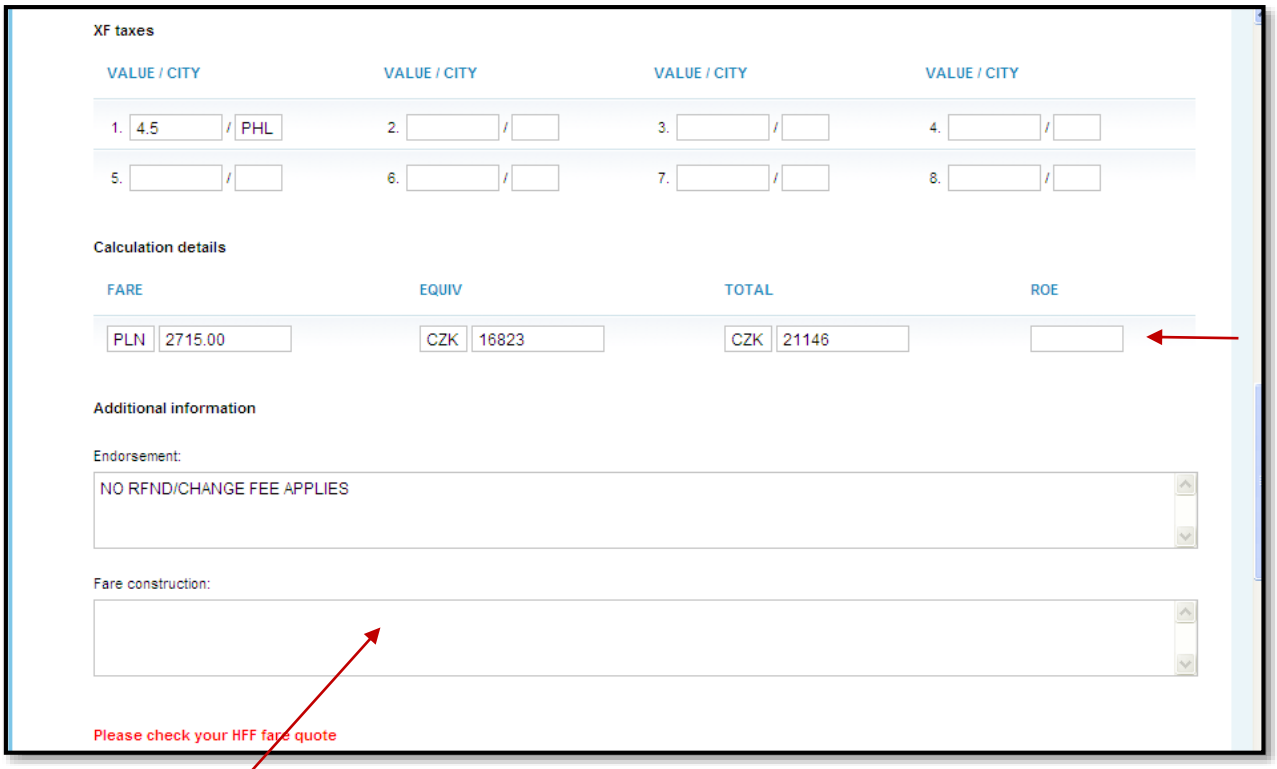
In this case FQ with past date is not able to recover the original Fare and therefore the agent can use **"involuntary rerouting"** tab which creates Filed Fare manually based on *HFF (filed Fare history).


SELECT FARE QUOTE
New fare quote
FQ calculation
Involuntary rebooking
Involuntary rerouting
HFF quote
Manual
Passengers
1. HAVLIN/VACLAV MR
Segments (select all segments)
FAREBASIS/TD
NVB
NVA
BG
X
HFF SEG #
1. Flown segment WHNCPLLW 26JUL13 26JUL13 1PC O
2. Flown segment WHNCPLLW 26JUL13 26JUL13 1PC O
3. Flown segment WHNCPLLW 26JUL13 26JUL13 1PC O
4. DTW → PHL / 16JAN / US 1463 / W WHNCPLLW 16JAN13 16JAN13 1PC O 4
5. PHL → FRA / 16JAN / US 700 / W WHNCPLLW 16JAN13 16JAN13 1PC O 5
6. FRA → WAW / 17JAN / LO 382 / S WHNCPLLW 17JAN13 17JAN13 1PC 6

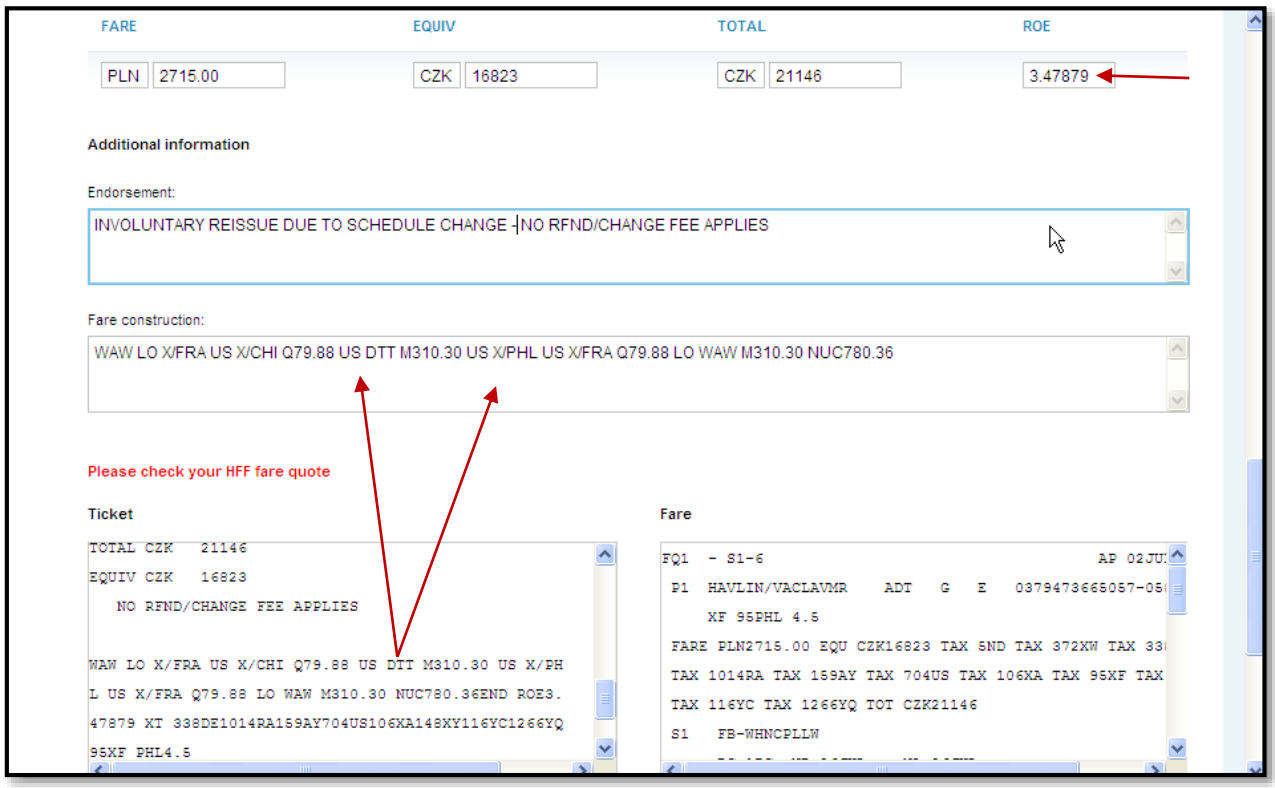
Manual mask is automatically updated with the data taken from Filed Fare History.

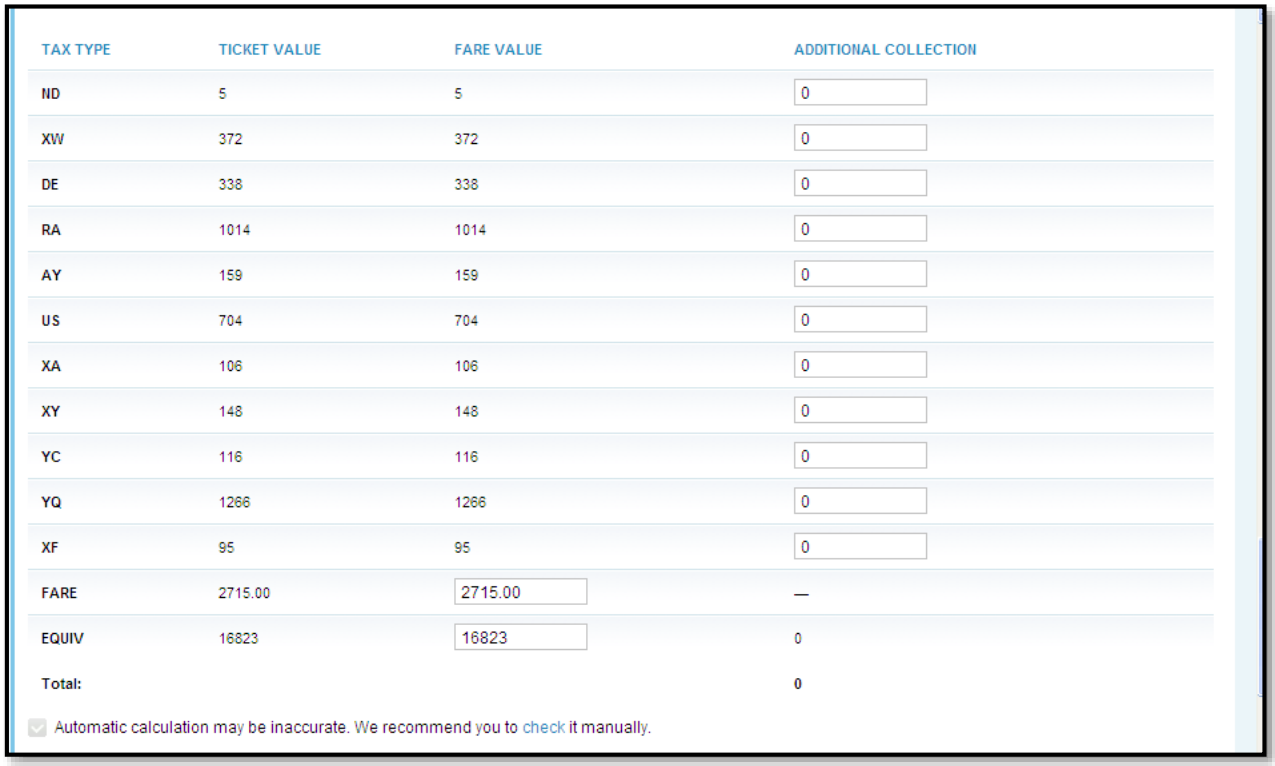

Segments (select all segments)
FAREBASIS/TD
NVB
NVA
BG
X
HFF SEG #
1. Flown segment WHNCPLLW 26JUL13 26JUL13 1PC O
2. Flown segment WHNCPLLW 26JUL13 26JUL13 1PC O
3. Flown segment WHNCPLLW 26JUL13 26JUL13 1PC O
4. DTW → PHL / 16JAN / US 1463 / W WHNCPLLW 16JAN13 16JAN13 1PC X 4
5. PHL → FRA / 16JAN / US 700 / W WHNCPLLW 16JAN13 16JAN13 1PC X 5
6. FRA → WAW / 17JAN / LO 382 / S WHNCPLLW 17JAN13 17JAN13 1PC 6
Taxes
VALUE / TYPE
1. 5 / ND
2. 372 / XW
3. 338 / DE
4. 1014 / RA
5. 159 / AY
6. 704 / US
7. 106 / XA
8. 95 / XF
9. 148 / XY
10. 116 / YC
11. 1266 / YQ
12.
13.
14.
15.
16.
17.
18.
19.
20.

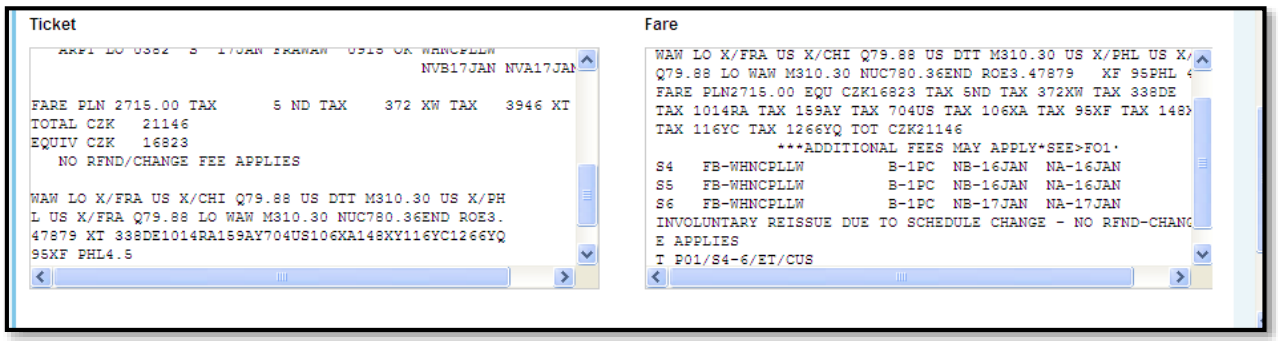
Only new segments should be marked because no recalculation is done. No stopover indicator "**X**" should be entered in the last column on the right side.

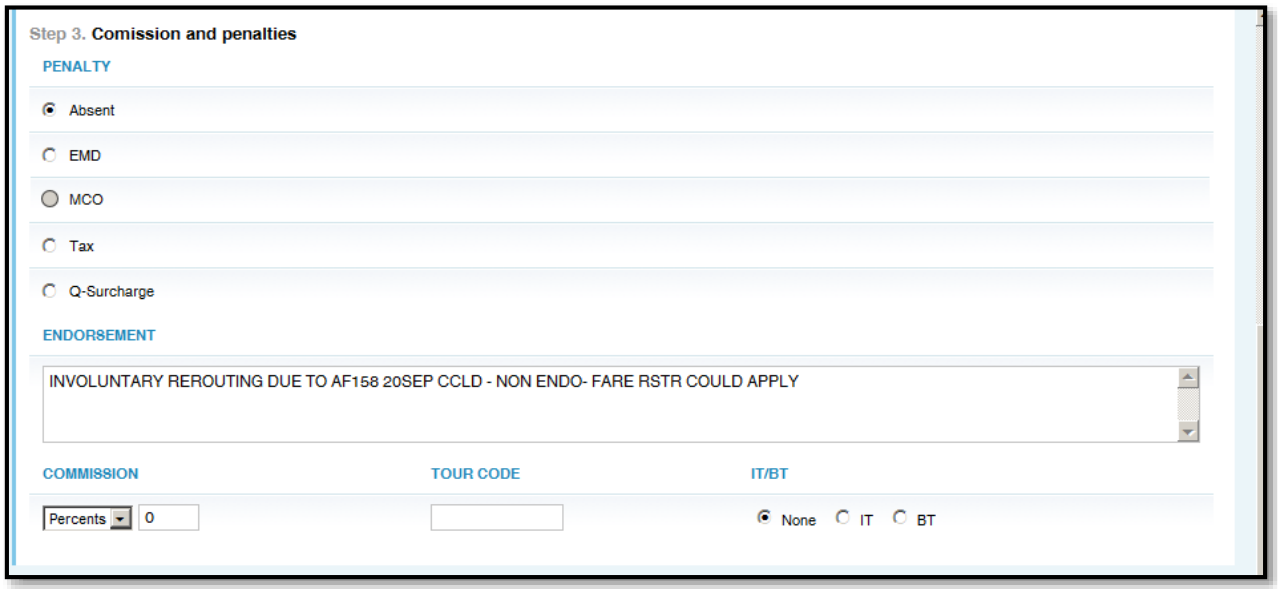


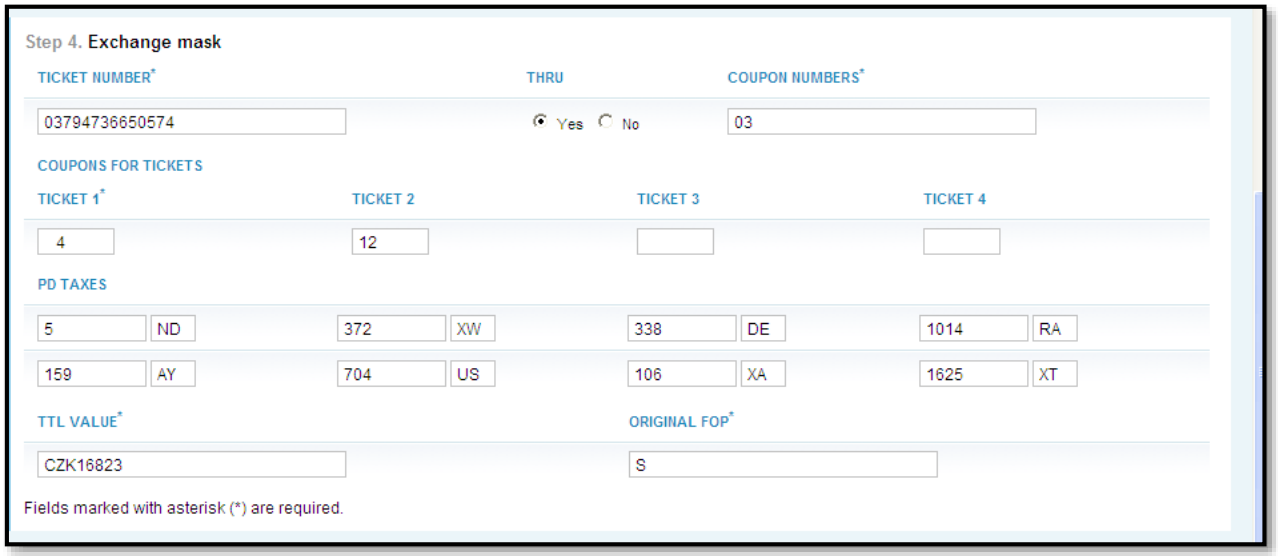
Exceptionally Fare calculation and ROE must be added manually. It can be copied from the ticket displayed under the manual mask below:


FARE
EQUIV
TOTAL
ROE
PLN 2715.00
CZK 16823
CZK 21146
3.47879
Additional information
Endorsement:
INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE -NO RFND/CHANGE FEE APPLIES
Fare construction:
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/FRA Q79.88 LO WAW M310.30 NUC780.36
Please check your HFF fare quote
Ticket
TOTAL CZK 21146
EQUIV CZK 16823
NO RFND/CHANGE FEE APPLIES
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
95XF PHL4.5
Fare
FQ1 - S1-6
P1 HAVLIN/VACLAVMR ADT G E
XF 95PHL 4.5
FARE PLN2715.00 EQU CZK16823 TAX 5ND TAX 372XW TAX
TAX 1014RA TAX 159AY TAX 704US TAX 106XA TAX 95XF TAX
TAX 116YC TAX 1266YQ TOT CZK21146
S1 FB-WHNCPLLW


TAX TYPE
TICKET VALUE
FARE VALUE
ADDITIONAL COLLECTION
ND 5 5 0
XW 372 372 0
DE 338 338 0
RA 1014 1014 0
AY 159 159 0
US 704 704 0
XA 106 106 0
XY 148 148 0
YC 116 116 0
YQ 1266 1266 0
XF 95 95 0
FARE 2715.00 2715.00 —
EQUIV 16823 16823 0
Total: 0
Automatic calculation may be inaccurate. We recommend you to check it manually.


Ticket
NVB17JAN NVA17JAN
FARE PLN 2715.00 TAX 5 ND TAX 372 XW TAX 3946 XT
TOTAL CZK 21146
EQUIV CZK 16823
NO RFND/CHANGE FEE APPLIES
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
95XF PHL4.5
Fare
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/
Q79.88 LO WAW M310.30 NUC780.36END ROE3.47879 XF 95PHL
FARE PLN2715.00 EQU CZK16823 TAX 5ND TAX 372XW TAX 338DE
TAX 1014RA TAX 159AY TAX 704US TAX 106XA TAX 95XF TAX 148
TAX 116YC TAX 1266YQ TOT CZK21146
***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S4 FB-WHNCPLLW B-1PC NB-16JAN NA-16JAN
S5 FB-WHNCPLLW B-1PC NB-16JAN NA-16JAN
S6 FB-WHNCPLLW B-1PC NB-17JAN NA-17JAN
INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE - NO RFND-CHANG
E APPLIES
T P01/S4-6/ET/CUS





Steps 5 and 6 in this example would be completed as described in previous cases.

New ticket:

```
TKT: 037 2280 536194     NAME: HAVLIN/VACLAVMR
ISSUED: 29NOV12          FOP:CASH
PSEUDO: 5C0L  PLATING CARRIER: US  ISO: CZ  IATA: 15200054
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN US 1463  W  16JAN DTWPHL  1130 OK WHNCPLLW           1
                                          NVB16JAN NVA16JAN
   OPEN US  728  W  16JAN PHLFRA  1625 OK WHNCPLLW           2
                                          NVB16JAN NVA16JAN
   ARPT LO  382  S  17JAN FRAWAW  0915 OK WHNCPLLW           3
                                          NVB17JAN NVA17JAN
FARE PLN 2715.00 TAX      5 ND TAX    372 XW TAX   3946 XT
TOTAL CZK  NO ADC
   INVOLUNTARY REISSUE DUE TO
   SCHEDULE CHANGE - NO
   RFND-CHANGE FEE APPLIES
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT PD338DE PD1014RA PD159AY PD704US PD106XA P
D1625XT
EXCHANGED FOR: 0379473665057
ORIGINAL ISSUE: 0379473665057PRG02JUL1215200054
```

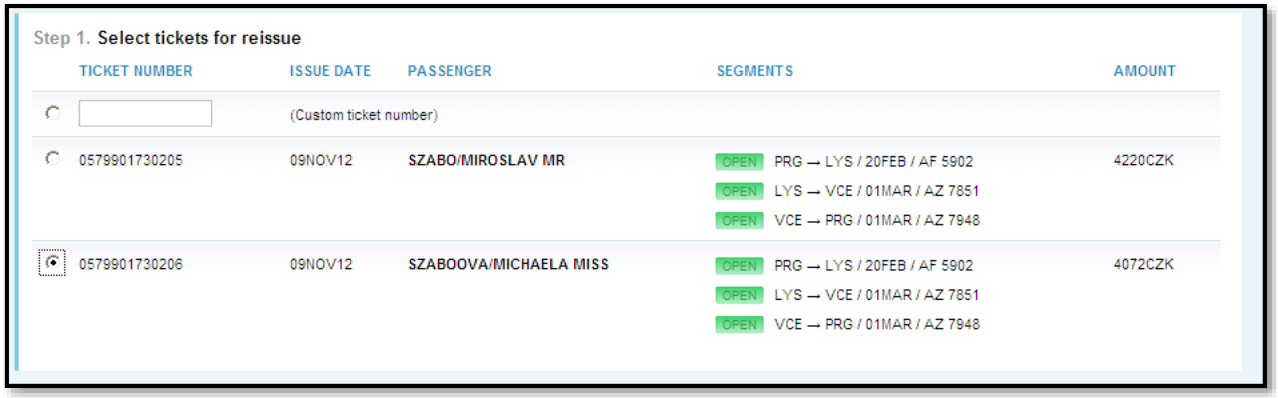
Involuntary rerouting – 2 new segments instead of the original one

Original ticket:

```
TKT: 057 9901 730206     NAME: SZABOOVA/MICHAELAMISS
ISSUED: 09NOV12          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: AF  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN AF 5902  R  20FEB PRGLYS  1425 OK RSR3CZ/CH0          1  ←
                                       NVB20FEB NVA20FEB
   OPEN AZ 7851  O  01MAR LYSVCE  0855 OK OSPEU6CH            2
                                       NVB01MAR NVA01MAR
   OPEN AZ 7948  O  01MAR VCEPRG  1315 OK OSPEU6CH            3
                                       NVB01MAR NVA01MAR
FARE CZK    1306 TAX    525 CZ TAX    362 FR TAX   1879 XT
TOTAL CZK    4072
   REFUND/CHANGE RESTRICTIONS/APPLY AZ/AP ONLY
PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
ROE19.5204 XT 26IZ236QX115HB18MJ1484YR
RLOC 1G L4LWHY    1A ZKVJK5
```

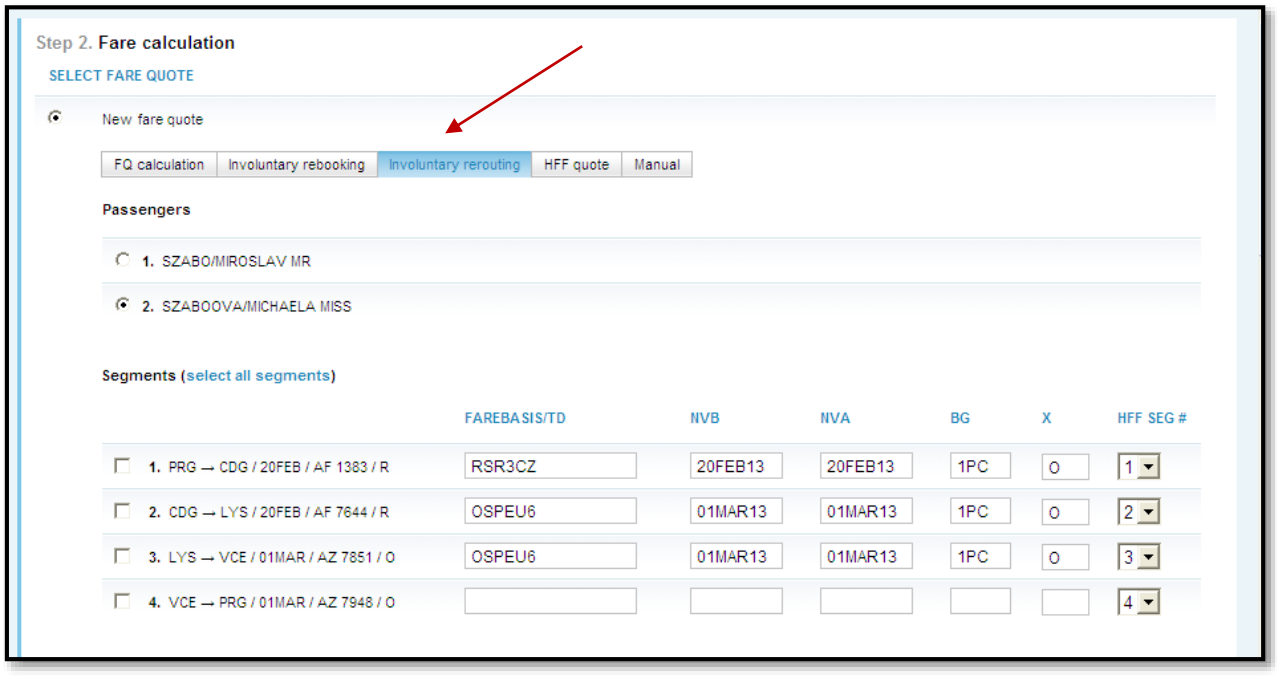
Changed itinerary:

```
L4LWHY/28 BRQNT MTRG128 AG 99999992 08NOV
  1.1SZABO/MIROSLAVMR   2.1SZABOOVA/MICHAELAMISS*P-C08
 1. AF 1383 R  20FEB PRGCDG HK2  1010   1155  O*       E WE  1  ←
 2. AF 7644 R  20FEB CDGLYS HK2  1320   1430  O*       E WE  1  ←
 3. AZ 7851 O  01MAR LYSVCE HK2  0855   1015  O*       E FR
         OPERATED BY AIR FRANCE
 4. AZ 7948 O  01MAR VCEPRG HK2  1315   1440  O*       E FR
         OPERATED BY AIRONE SPA
```

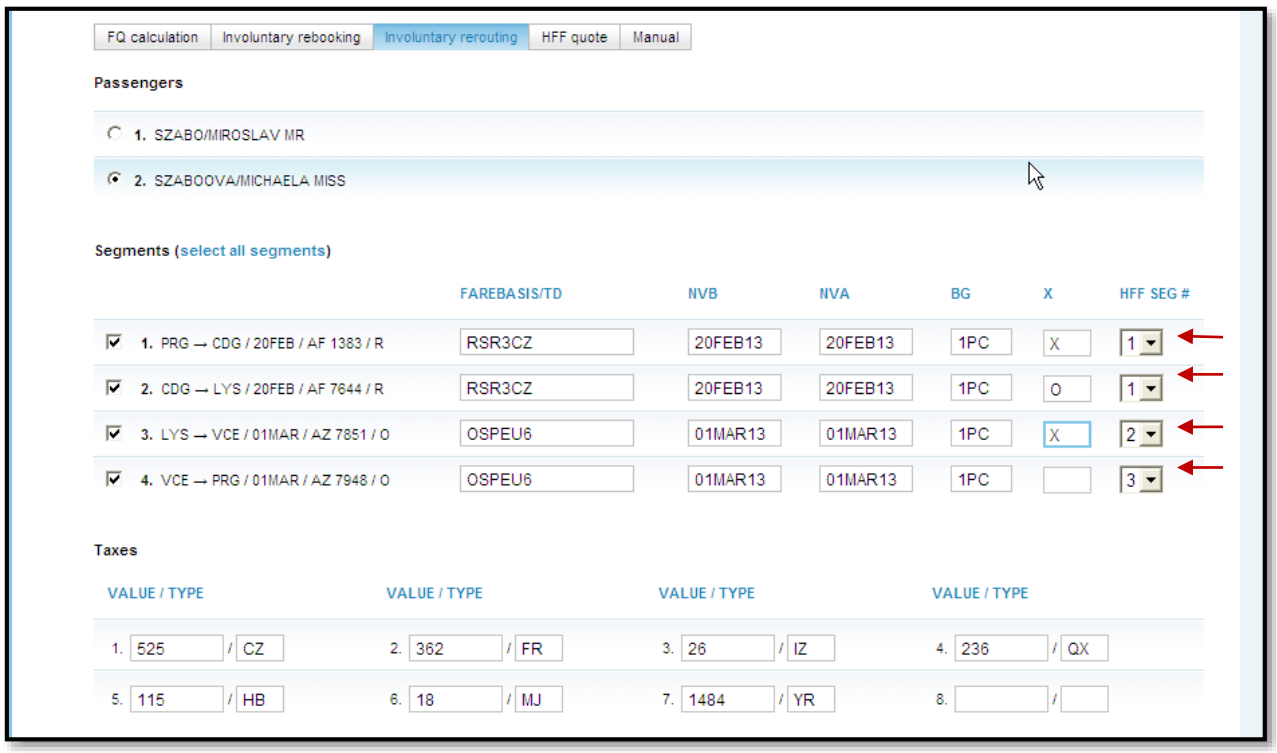


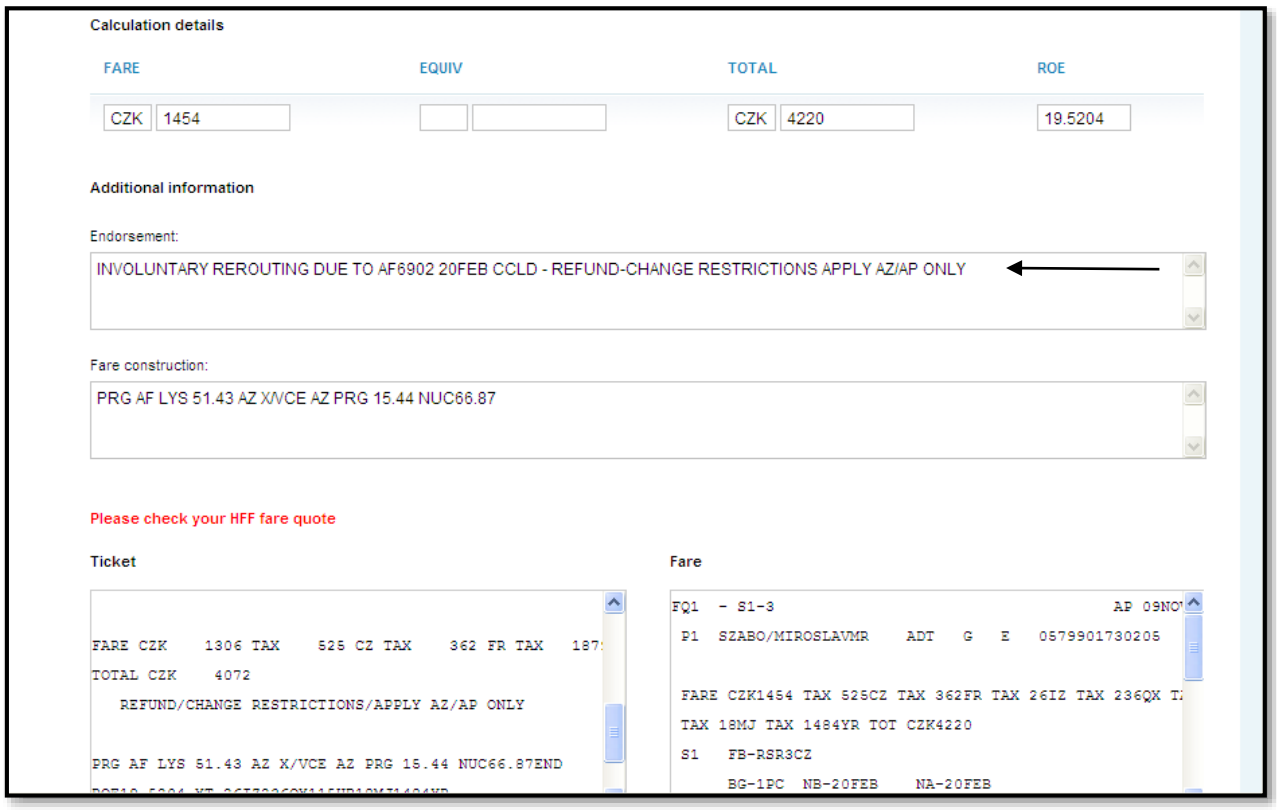
It is not possible to use "**Involuntary rebooking**" tab because 1 original sector will be changed to 2 new sectors. Therefore only "**Involuntary rerouting**" tab can be used. "Involuntary rerouting" option is based on Filed Fare History and manual mask is automatically updated but the agent needs to specify the segment from the original ticket to be used for each segment update of the new ticket.

In this case Fare basis, validity and baggage used for sector 1 (PRG-LYS) of the original ticket should be used for sector 1 and 2 of the new ticket (PRG-PAR-LYS). Fare basis, validity and baggage used for sector 2 (LYS-VCE) of the original ticket should be used for sector 3 of the new ticket and Fare basis, validity and baggage used for sector 3 (VCE-PRG) of the original ticket should be used for sector 4 of the new ticket.

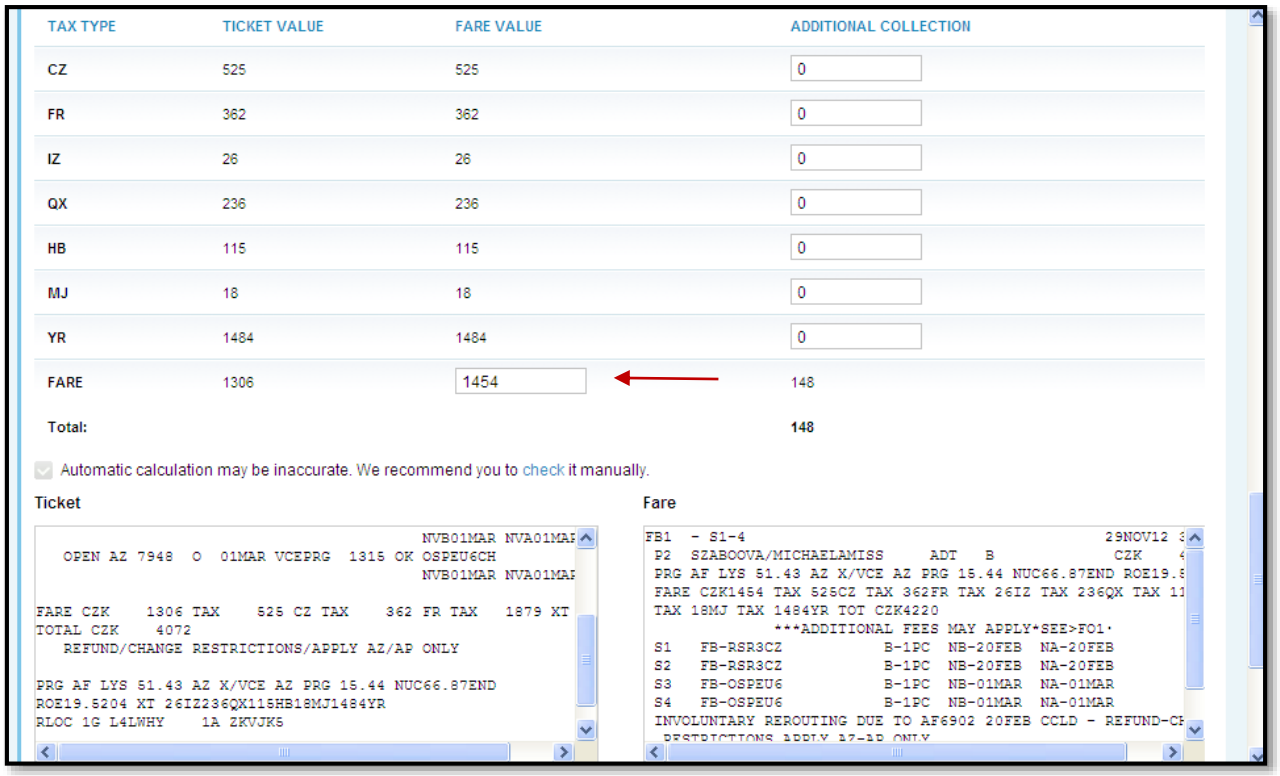


HFF segments should be changed as follows:




Calculation details
FARE
EQUIV
TOTAL
ROE
CZK 1454
CZK 4220
19.5204
Additional information
Endorsement:
INVOLUNTARY REROUTING DUE TO AF6902 20FEB CCLD - REFUND-CHANGE RESTRICTIONS APPLY AZ/AP ONLY
Fare construction:
PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87
Please check your HFF fare quote
Ticket
FARE CZK 1306 TAX 525 CZ TAX 362 FR TAX
TOTAL CZK 4072
REFUND/CHANGE RESTRICTIONS/APPLY AZ/AP ONLY
PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
Fare
FQ1 - S1-3
P1 SZABO/MIROSLAVMR ADT G E 0579901730205
FARE CZK1454 TAX 525CZ TAX 362FR TAX 26IZ TAX 236QX
TAX 18MJ TAX 1484YR TOT CZK4220
S1 FB-RSR3CZ
BG-1PC NB-20FEB NA-20FEB

If from any reason some amount displayed by GEM is not the same as on the original ticket (the Fare in this case), the agent has the possibility to change it before pressing "Next" button.



TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	525	525	0
FR	362	362	0
IZ	26	26	0
QX	236	236	0
HB	115	115	0
MJ	18	18	0
YR	1484	1484	0
FARE	1306	1454	148
Total:			148

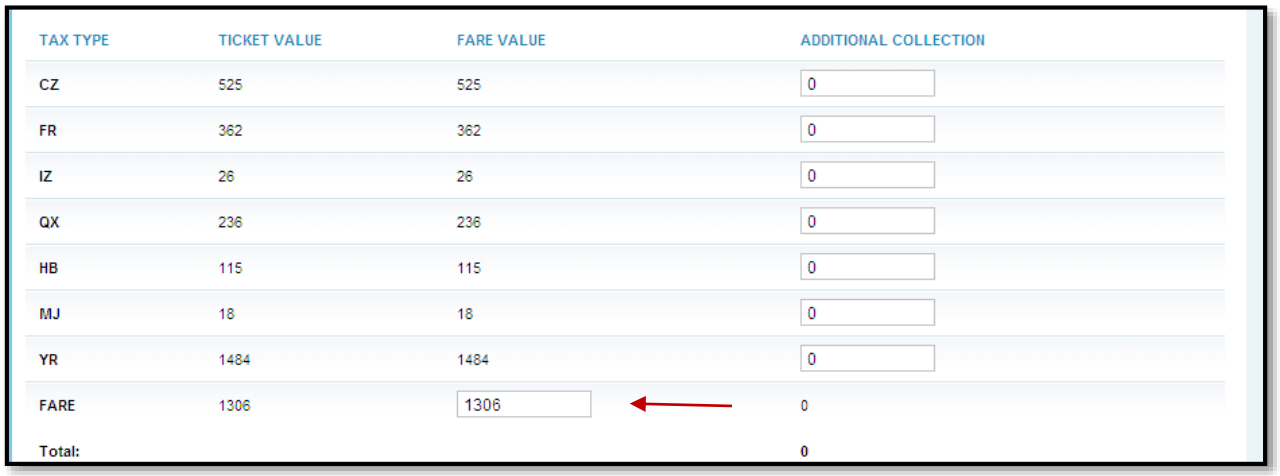
Automatic calculation may be inaccurate. We recommend you to check it manually.

Ticket

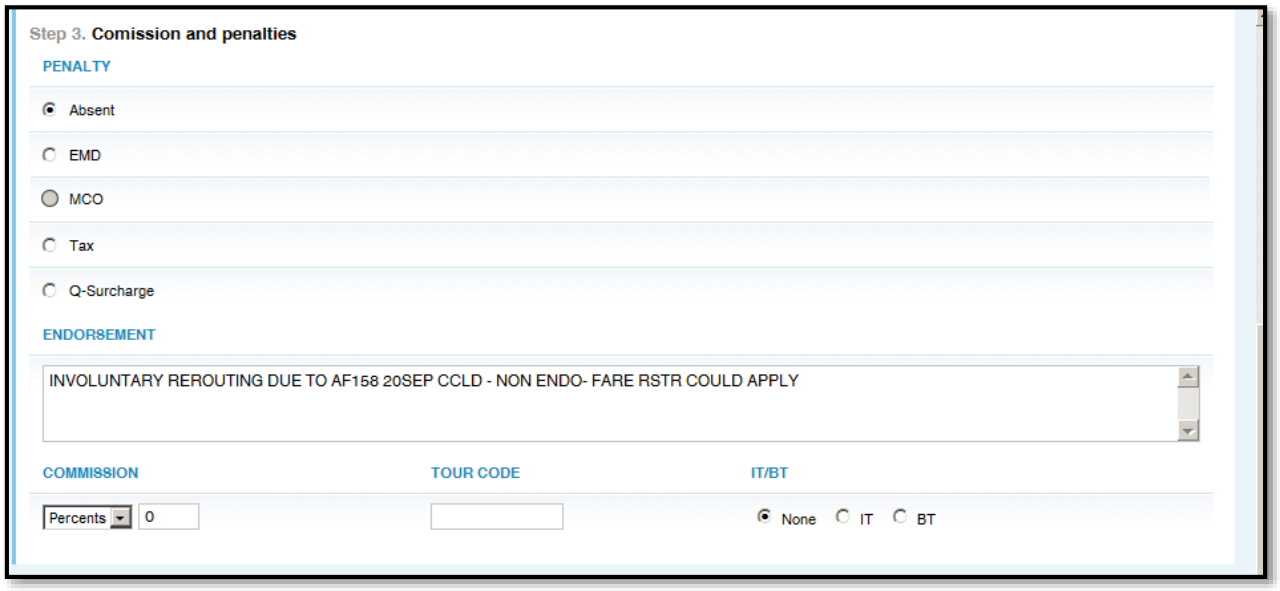
```
                                        NVB01MAR NVA01MAR
   OPEN AZ 7948  O  01MAR VCEPRG  1315 OK OSPEU6CH
                                        NVB01MAR NVA01MAR

FARE CZK    1306 TAX    525 CZ TAX    362 FR TAX   1879 XT
TOTAL CZK    4072
   REFUND/CHANGE RESTRICTIONS/APPLY AZ/AP ONLY

PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
ROE19.5204 XT 26IZ236QX115HB18MJ1484YR
RLOC 1G L4LWHY    1A ZKVJK5
```

Fare

```
FB1   - S1-4                                          29NOV12 3
 P2  SZABOOVA/MICHAELAMISS     ADT   B                 CZK    4
PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END ROE19.8
FARE CZK1454 TAX 525CZ TAX 362FR TAX 26IZ TAX 236QX TAX 11
TAX 18MJ TAX 1484YR TOT CZK4220
            ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1    FB-RSR3CZ           B-1PC  NB-20FEB  NA-20FEB
S2    FB-RSR3CZ           B-1PC  NB-20FEB  NA-20FEB
S3    FB-OSPEU6           B-1PC  NB-01MAR  NA-01MAR
S4    FB-OSPEU6           B-1PC  NB-01MAR  NA-01MAR
INVOLUNTARY REROUTING DUE TO AF6902 20FEB CCLD - REFUND-CF
  RESTRICTIONS APPLY AZ-AP ONLY
```



TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	525	525	0
FR	362	362	0
IZ	26	26	0
QX	236	236	0
HB	115	115	0
MJ	18	18	0
YR	1484	1484	0
FARE	1306	1306	0
Total:			0



Steps 4-6 in this example would be completed as described in previous cases.

New ticket:

```
TKT: 057 9901 730377     NAME: SZABOOVA/MICHAELAMISS
ISSUED: 29NOV12          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: AF  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN AF 1383  R  20FEB PRGCDG  1010 OK RSR3CZ             1
                                       NVB20FEB NVA20FEB
   OPEN AF 7644  R  20FEB CDGLYS  1320 OK RSR3CZ             2
                                       NVB20FEB NVA20FEB
   OPEN AZ 7851  O  01MAR LYSVCE  0855 OK OSPEU6             3
                                       NVB01MAR NVA01MAR
   OPEN AZ 7948  O  01MAR VCEPRG  1315 OK OSPEU6             4
                                       NVB01MAR NVA01MAR
FARE CZK    1306 TAX    525 CZ TAX    362 FR TAX   1879 XT
TOTAL NO ADC
   INVOLUNTARY REROUTING DUE TO/AF6902 20FEB CCLD -/REFUND-CHANG
   E RESTRICTIONS

PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
ROE19.5204 XT PD26IZ PD236QX PD115HB PD18MJ PD1484YR
EXCHANGED FOR: 0579901730206
ORIGINAL ISSUE: 0579901730206PRG09NOV1299999992
RLOC 1G L4LWHY    1A ZKVJK5
```

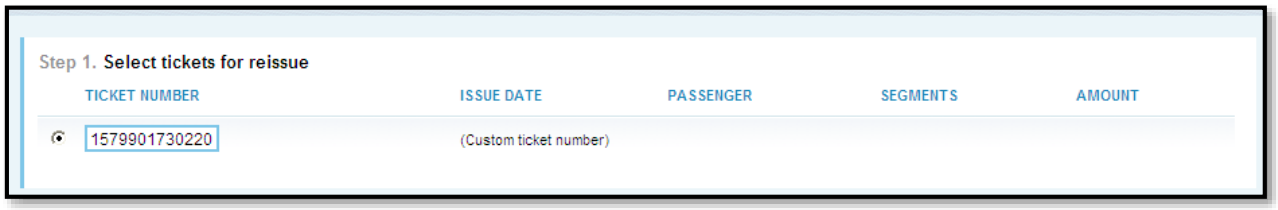
Involuntary rerouting – manual mask

Original ticket:

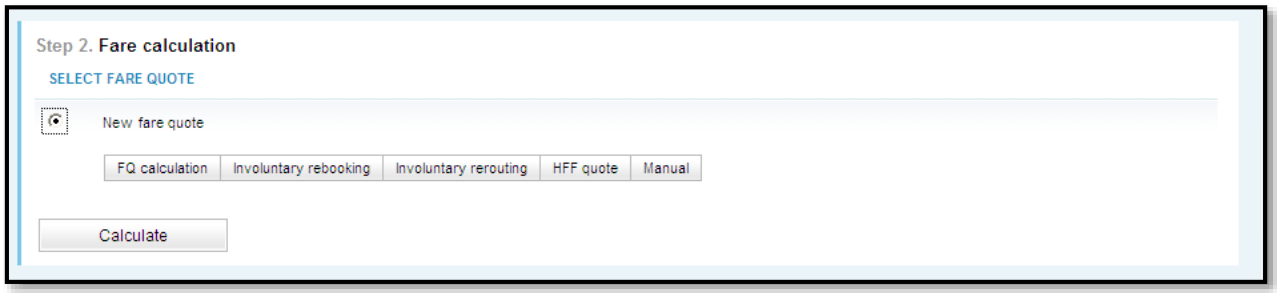
```
TKT: 157 9901 730220-221 NAME: NACHAZELOVA/HANAMRS
 CC: AX373900000000000
ISSUED: 13NOV12          FOP:AX373900000000000-123456
PSEUDO: 79YE  PLATING CARRIER: QR  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   ARPT LH 1395  W  10APR PRGFRA  1210 OK HHEE3MCZ           1
                                        NVB10APR NVA10APR
   OPEN QR   26  H  10APR FRADOH  1530 OK HHEE3MCZ           2
                                        NVB10APR NVA10APR
   OPEN QR  610  H  11APR DOHBKK  0805 OK HHEE3MCZ           3
                                        NVB11APR NVA11APR
   OPEN QR  609  H  16APR BKKDOH  0240 OK HHEE3MCZ           4
                                        NVB16APR NVA16APR
----221----
   OPEN QR   21  H  17APR DOHCDG  0145 OK HHEE3MCZ           1
                                        NVB17APR NVA17APR
   ARPT OK  759  Q  17APR CDGPRG  0950 OK HHEE3MCZ           2
                                        NVB17APR NVA17APR
FARE CZK   12500 TAX    565 CZ TAX    515 RA TAX   6865 XT
TOTAL CZK   20445
   NON END/VALID ON QR/OAL ONLY
PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/P
AR OK PRG 320.17 NUC640.34END ROE19.5204 XT 99PZ436
TS411FR173QX5746YQ
```

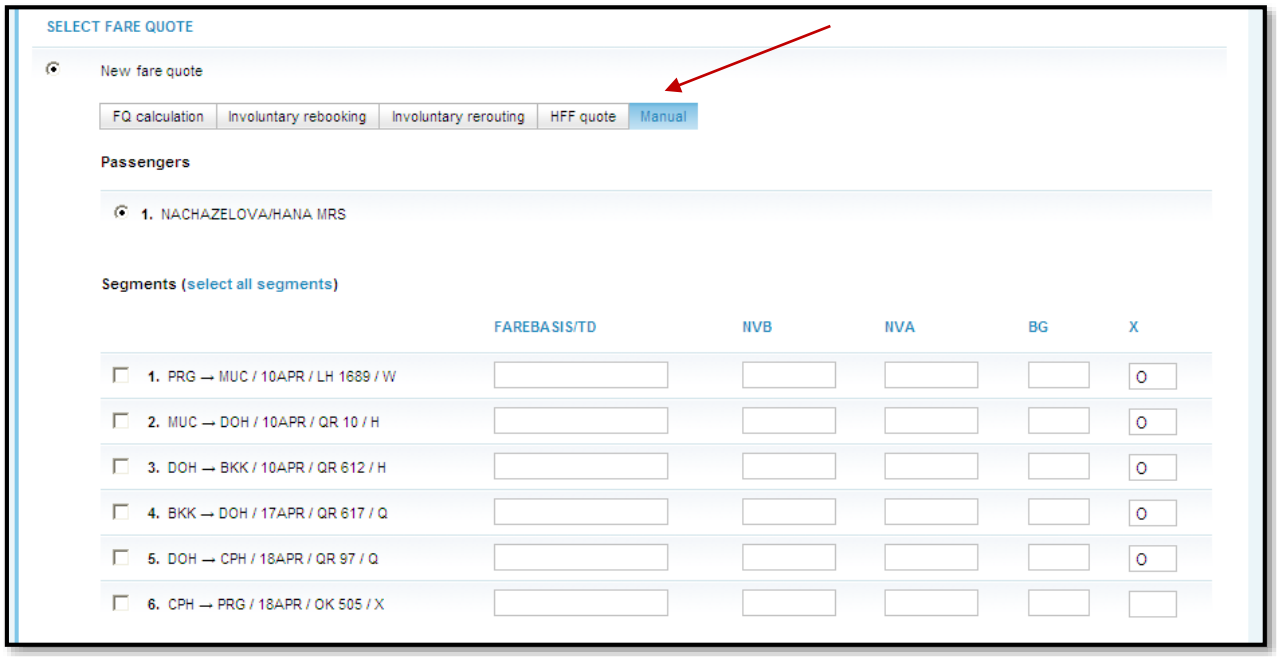
Changed itinerary done in new PNR:

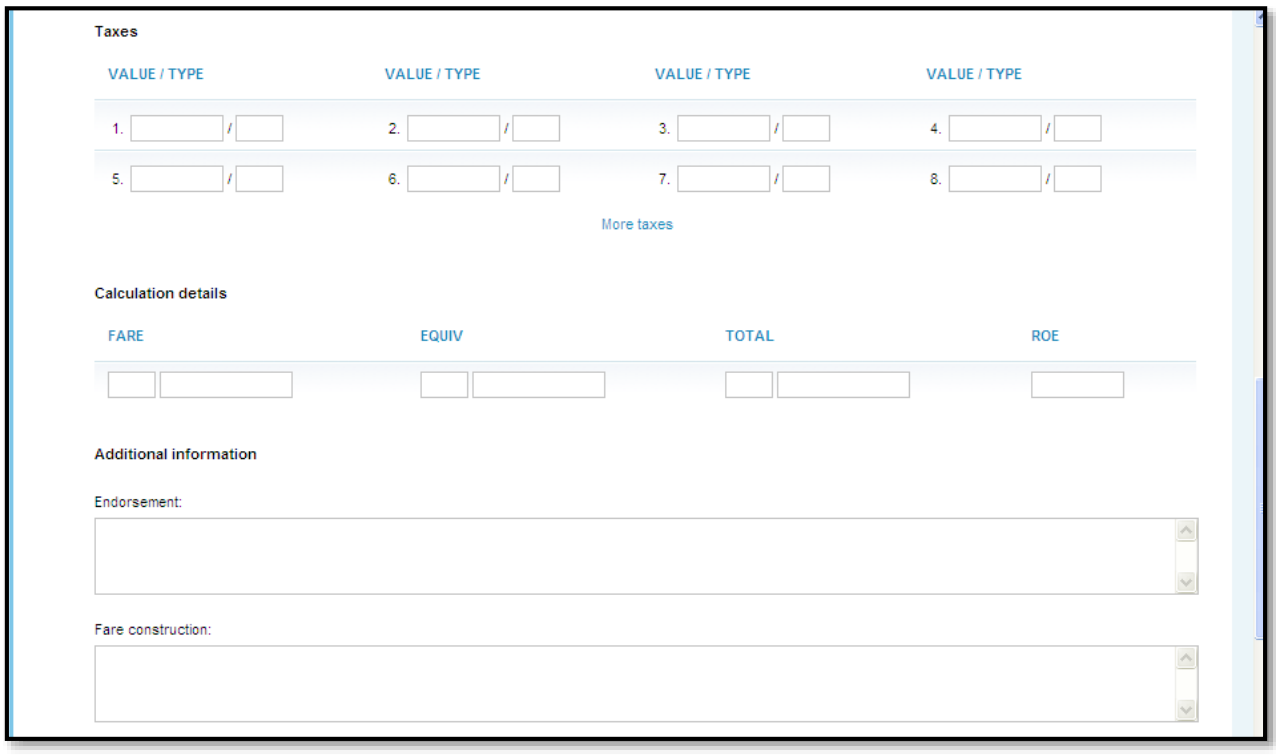
```
 1.1NACHAZELOVA/HANAMRS
 1. LH 1689 W  10APR PRGMUC HK1  0935   1025  O*       E WE
 2. QR   10 H  10APR MUCDOH HK1  1210   1850  O*       E WE  1
 3. QR  612 H  10APR DOHBKK HK1  2055  #0745  O*       E WE  1
 4. QR  617 Q  17APR BKKDOH HK1  2030   2320  O*       E WE  2
 5. QR   97 Q  18APR DOHCPH HK1  0210   0740  O*       E TH  2
 6. OK  505 X  18APR CPHPRG HK1  0900   1020  O*       E TH
```



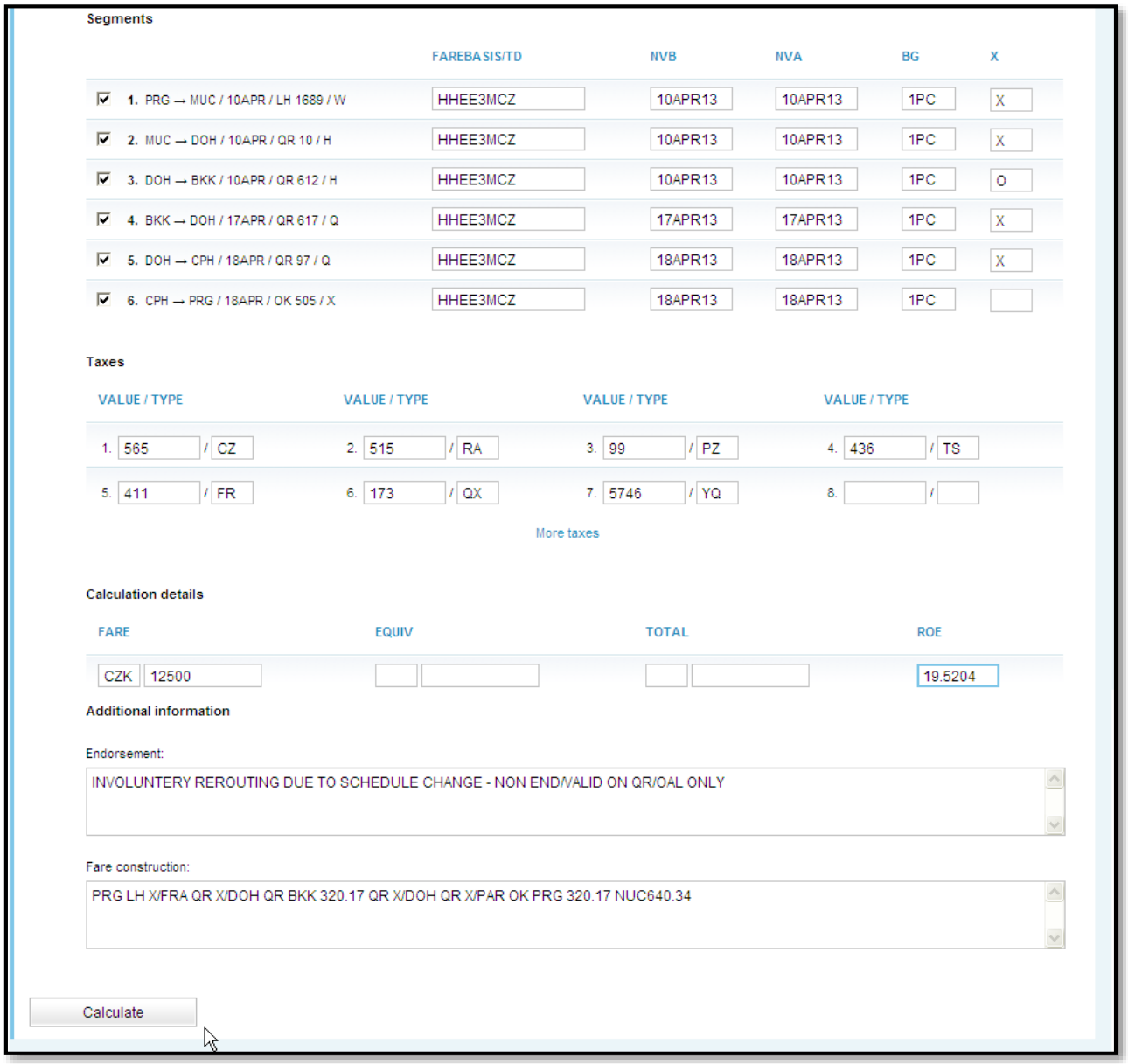
It is not possible to use "Involuntary rerouting" or "HFF quote" tab because there is no Filed Fare History when quite new PNR is used for exchange. Therefore "Manual mask" has to be used.

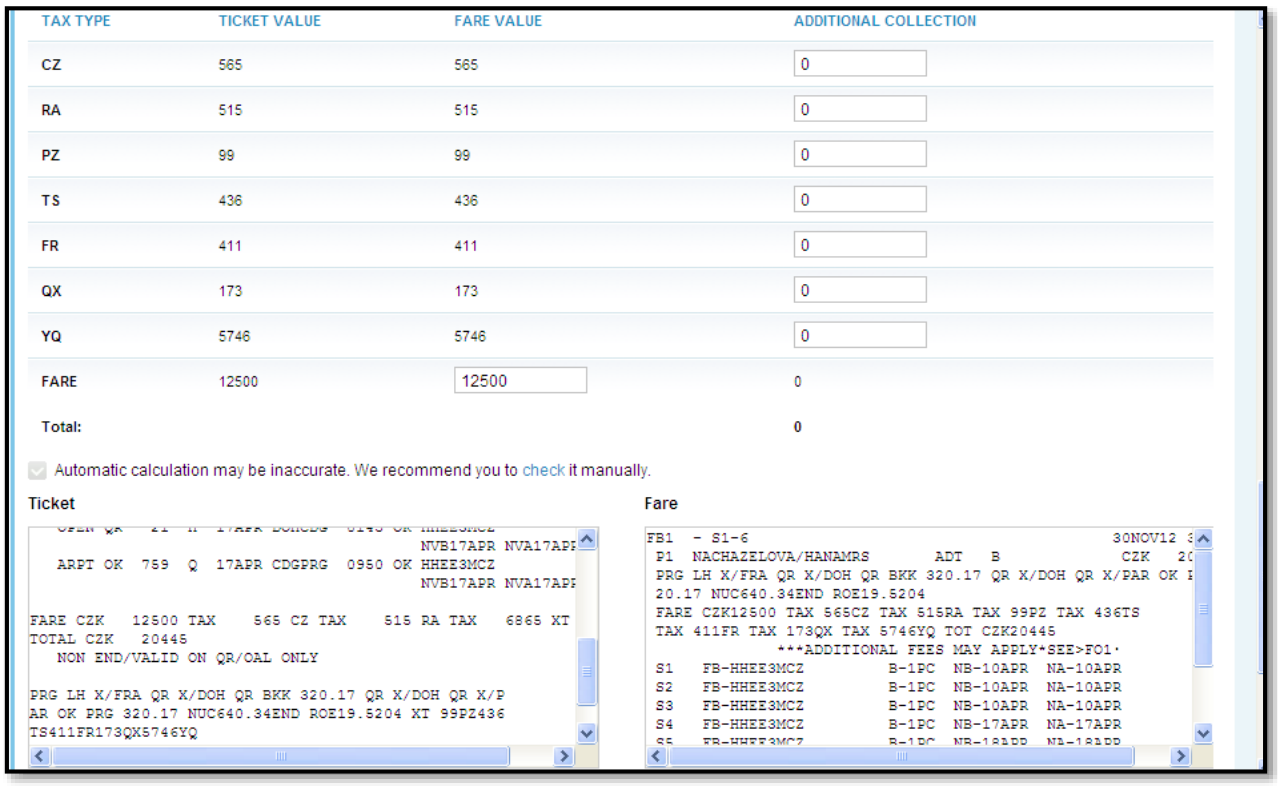

Step 2. Fare calculation
SELECT FARE QUOTE
New fare quote
FQ calculation
Involuntary rebooking
Involuntary rerouting
HFF quote
Manual
Calculate

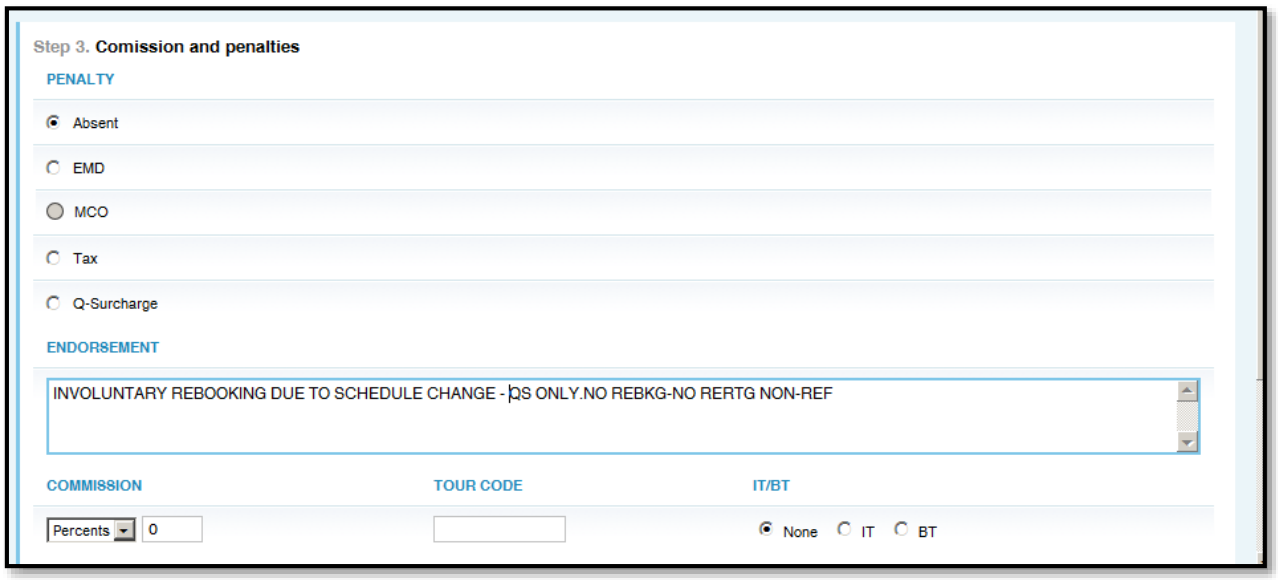

SELECT FARE QUOTE
New fare quote
FQ calculation
Involuntary rebooking
Involuntary rerouting
HFF quote
Manual
Passengers
1. NACHAZELOVA/HANA MRS
Segments (select all segments)
FAREBASIS/TD
NVB
NVA
BG
X
1. PRG → MUC / 10APR / LH 1689 / W
2. MUC → DOH / 10APR / QR 10 / H
3. DOH → BKK / 10APR / QR 612 / H
4. BKK → DOH / 17APR / QR 617 / Q
5. DOH → CPH / 18APR / QR 97 / Q
6. CPH → PRG / 18APR / OK 505 / X


Taxes
VALUE / TYPE
VALUE / TYPE
VALUE / TYPE
VALUE / TYPE
1.
2.
3.
4.
5.
6.
7.
8.
More taxes
Calculation details
FARE
EQUIV
TOTAL
ROE
Additional information
Endorsement:
Fare construction:

Manual mask with all ticketing data entered:




TAX TYPE
TICKET VALUE
FARE VALUE
ADDITIONAL COLLECTION
CZ 565 565 0
RA 515 515 0
PZ 99 99 0
TS 436 436 0
FR 411 411 0
QX 173 173 0
YQ 5746 5746 0
FARE 12500 12500 0
Total: 0
Automatic calculation may be inaccurate. We recommend you to check it manually.
Ticket
NVB17APR NVA17APR
ARPT OK 759 Q 17APR CDGPRG 0950 OK HHEE3MCZ
NVB17APR NVA17APR
FARE CZK 12500 TAX 565 CZ TAX 515 RA TAX 6865 XT
TOTAL CZK 20445
NON END/VALID ON QR/OAL ONLY
PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/P
AR OK PRG 320.17 NUC640.34END ROE19.5204 XT 99PZ436
TS411FR173QX5746YQ
Fare
FB1 - S1-6 30NOV12
P1 NACHAZELOVA/HANAMRS ADT B CZK
PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/PAR OK
20.17 NUC640.34END ROE19.5204
FARE CZK12500 TAX 565CZ TAX 515RA TAX 99PZ TAX 436TS
TAX 411FR TAX 173QX TAX 5746YQ TOT CZK20445
***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR
S2 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR
S3 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR
S4 FB-HHEE3MCZ B-1PC NB-17APR NA-17APR



Next steps are the same as in the previous examples.

The second exchange

Original ticket – the first issue:

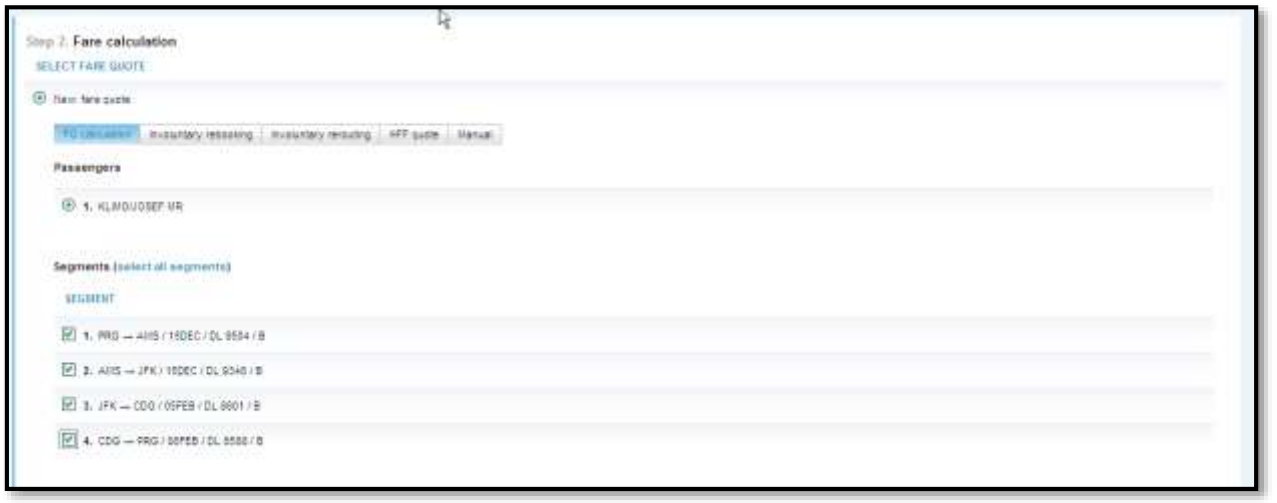
```
TKT: 006 9901 672556      NAME: KLIMO/JOSEFMR
ISSUED: 24SEP12           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: DL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   EXCH DL 9504  H  15NOV PRGAMS  0950 OK HLPXCZ             1
                                         NVB15NOV NVA15NOV
   EXCH DL 9348  H  15NOV AMSJFK  1325 OK HLPXCZ             2
                                         NVB15NOV NVA15NOV
   EXCH DL 8601  T  05DEC JFKCDG  1645 OK TLPRCZ             3
                                         NVB05DEC NVA05DEC
   EXCH DL 8588  T  06DEC CDGPRG  0715 OK TLPRCZ             4
                                         NVB06DEC NVA06DEC
FARE CZK   14564 TAX     525 CZ TAX   184 CJ TAX   10040 XT
TOTAL CZK  25313
   NON ENDO
   FARE RSTR COULD APPLY
PRG DL X/AMS DL NYC M559.03 DL X/PAR DL PRG M152.01
NUC711.04END ROE20.4816 XT 168RN51VV49AY652US98XA1
37XY108YC403FR170QX8116YR88XF JFK4.5
RLOC 1G XS32JU    DL GHIQHL
```

The first exchange:

```
TKT: 006 9901 672575      NAME: KLIMO/JOSEFMR
ISSUED: 02OCT12           FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: DL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   ARPT DL 9504  H  15NOV PRGAMS  0950 OK HLPXCZ             1
                                         NVB15NOV NVA15NOV
   ARPT DL 9348  H  15NOV AMSJFK  1325 OK HLPXCZ             2
                                         NVB15NOV NVA15NOV
   ARPT DL 8557  W  15DEC JFKCDG  2145 OK WLAPCZ             3
                                         NVB15DEC NVA15DEC
   ARPT DL 8590  W  16DEC CDGPRG  1255 OK WLAPCZ             4
                                         NVB16DEC NVA16DEC
FARE CZK   22400 TAX     10 US TAX   1196 YR TAX   2500 DU
TOTAL CZK  11542A
   NON ENDO
   FARE RSTR COULD APPLY
PRG DL X/AMS DL NYC M586.56HLPXCZ DL X/PAR DL PRG M
560.95WLAPCZ NUC1147.51END ROE19.5204 XT CZK1196YR
CZK2500DU PD525CZ PD184CJ PD168RN PD51VV PD49AY PD6
52US PD98XA PD9022XT
EXCHANGED FOR: 0069901672556
ORIGINAL ISSUE: 0069901672556PRG24SEP1299999992
RLOC 1G XS32JU    DL GHIQHL
```

Changed itinerary:

```
XS32JU/37 BRQNH N347373 AG 99999992 24SEP
  1.1KLIMO/JOSEFMR
 1. DL 9504 B  15DEC PRGAMS HK1  0950   1135  O*       E SA 14
 2. DL 9348 B  15DEC AMSJFK HK1  1325   1535  O*       E SA 14
 3. DL 8601 B  05FEB JFKCDG HK1  1645  #0600  O*       E TU 15
 4. DL 8588 B  06FEB CDGPRG HK1  0715   0850  O*       E WE 15
```

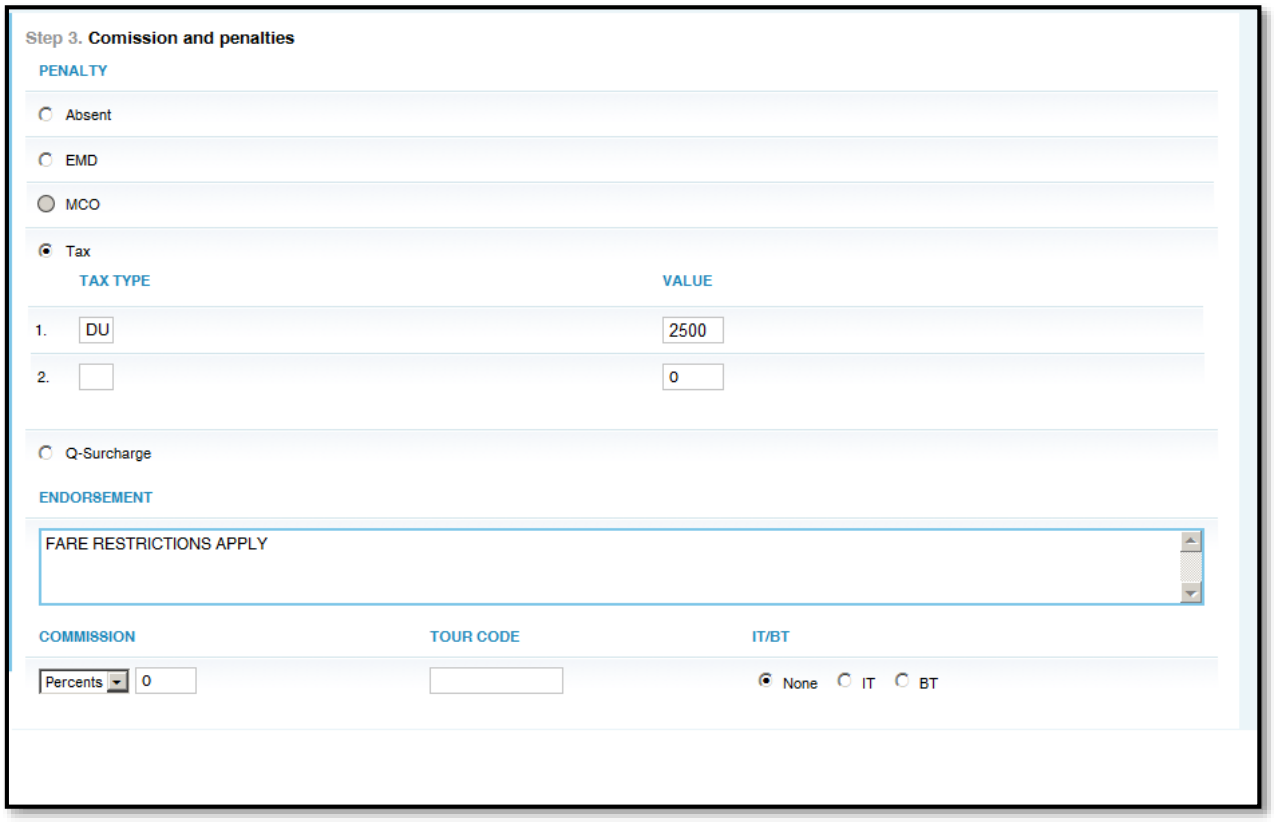


Taxes in the first column = the total sum of paid taxes taken from both tickets (the first issue and the first exchange:

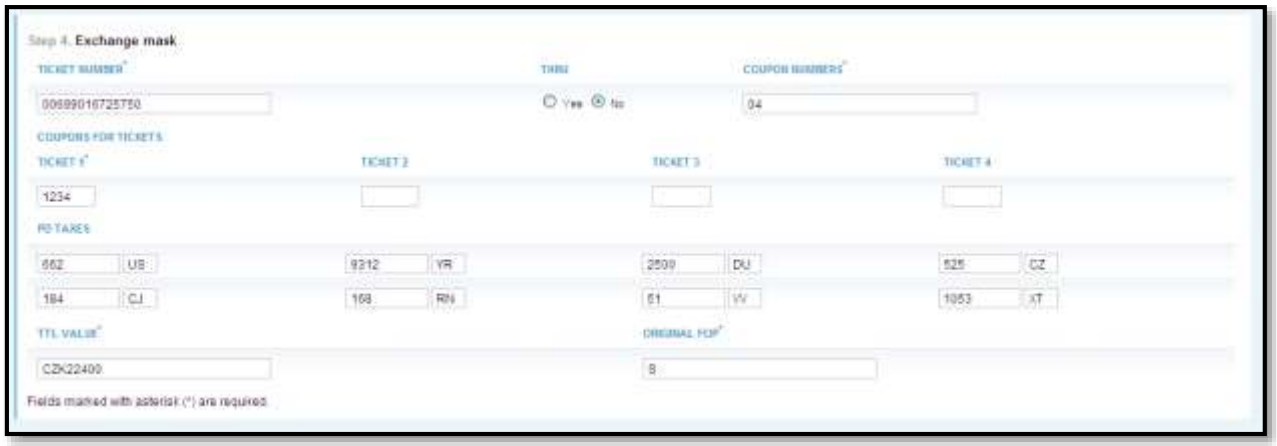
CZ 525
CJ 184
RN 168
VV 51
AY 49
US 652 + 10 = 662
XA 98
XY 137
YC 108
FR 403
QX 170
YR 8116 + 1196 = 9312
XF 88
DU 2500

Taxes are correctly shown in step 2.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
US	662	662	20
YR	9312	9494	182
DU	2588	0	0
CZ	525	525	0
CJ	184	188	4
RN	168	172	4
VV	51	52	1
AY	45	51	2
XA	98	102	4
XF	88	92	4
XY	137	143	6
YC	108	112	4
FR	403	411	8
QX	170	174	4
FARE	22488	38564	16184
Total:			16407



Taxes are correctly shown as well.



Steps 5 and 6 of this example would be completed as in previous cases.

New ticket:

```
TKT: 006 9901 730368     NAME: KLIMO/JOSEFMR
ISSUED: 22NOV12          FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: DL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   ARPT DL 9504  B  15DEC PRGAMS  0950 OK BRTCZI             1
   ARPT DL 9348  B  15DEC AMSJFK  1325 OK BRTCZI             2
   ARPT DL 8601  B  05FEB JFKCDG  1645 OK BRTCZI             3
   ARPT DL 8588  B  06FEB CDGPRG  0715 OK BRTCZI             4
FARE CZK   38564 TAX  14455 XT TAX     20 US TAX   2723 XT
TOTAL CZK  18907A
   NON ENDO
   FARE RSTR COULD APPLY
PRG DL X/AMS DL NYC M987.78BRTCZI DL X/PAR DL PRG M
987.78BRTCZI NUC1975.56END ROE19.5204 XT CZK182YR C
ZK4CJ CZK4RN CZK1VV CZK2AY CZK4XA CZK2526XT PD662US
 PD9312YR PD2500DU PD525CZ PD184CJ PD168RN PD51VV P
D1053XT
EXCHANGED FOR: 0069901672575
ORIGINAL ISSUE: 0069901672556PRG24SEP1299999992
RLOC 1G XS32JU    DL GHIQHL
```

The second exchange done in new PNR without ticket number and Filed Fare History

Original ticket – the first issue:

```
TKT: 064 9901 672554      NAME: KLIMOVA/MISAMRS
ISSUED: 21SEP12           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   EXCH OK  768  B  25OCT PRGCDG  0845 OK BPLSCZ             1
                                       NVB25OCT NVA25OCT
   EXCH OK  767  K  01NOV CDGPRG  2050 OK KPLSCZ             2
                                       NVB01NOV NVA01NOV
FARE CZK   12000 TAX    525 CZ TAX    424 FR TAX   2312 XT
TOTAL CZK   15261
   FARE RESTRICTIONS APPLY
PRG OK PAR 366.18 OK PRG 219.70 NUC585.88END ROE20.
4816 XT 25IZ291QX1996YQ
RLOC 1G LVL5NY    1A 5BNTKB
```

The first exchange:

```
TKT: 064 9901 672566      NAME: KLIMOVA/MISAMRS
ISSUED: 27SEP12           FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN OK  768  B  25OCT PRGCDG  0845 OK BPLSCZ             1
                                       NVB25OCT NVA25OCT
   OPEN OK  761  K  03NOV CDGPRG  1515 OK KPLSCZ             2
                                       NVB03NOV NVA03NOV
FARE CZK   12000 TAX   3261 XT TAX      8 FR TAX     39 XT
TOTAL CZK     47A
   FARE RESTRICTIONS APPLY -/PENALTY COLLECTED ON MCO
PRG OK PAR 366.18BPLSCZ OK PRG 219.70KPLSCZ NUC585.
88END ROE20.4816 XT CZK5QX CZK34YQ PD525CZ PD424FR
PD25IZ PD291QX PD1996YQ
EXCHANGED FOR: 0649901672554
ORIGINAL ISSUE: 0649901672554PRG21SEP1299999992
```

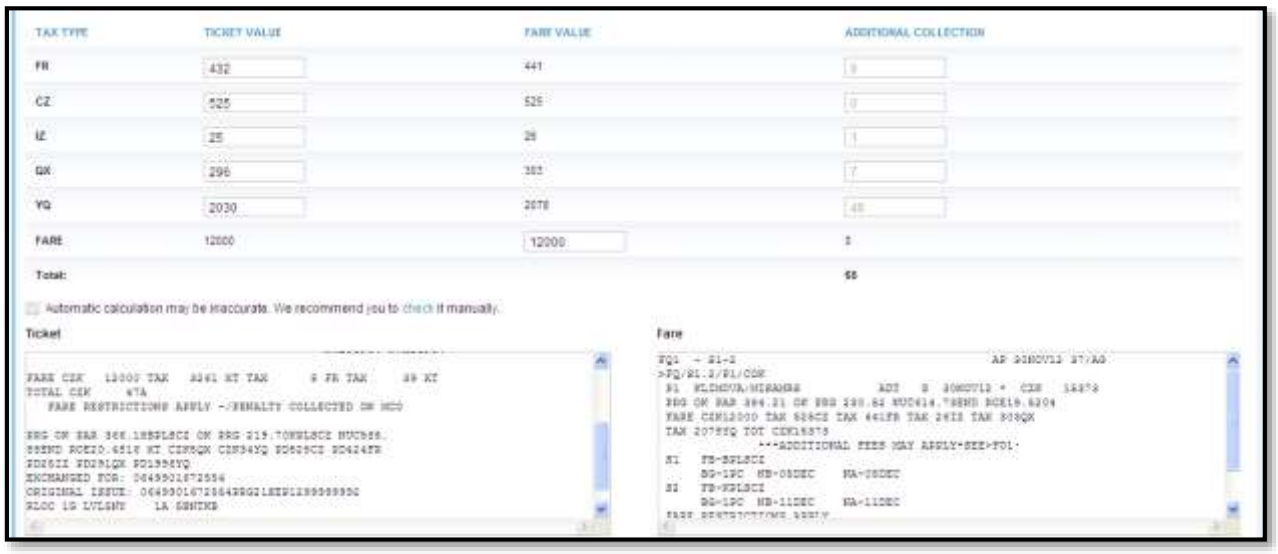
New PNR without *HTE:

```
KF21GM/37 BRQNH N347373 AG 99999992 21NOV
  1.1KLIMOVA/MISAMRS   2.1KLIMOVA/MARIEMISS*P-C04 DOB27AUG2008
 1. OK  758 B  05DEC PRGCDG HK2  0710   0900  O*       E WE
 2. OK  767 K  11DEC CDGPRG HK2  2050   2230  O*       E TU
```

GEM is not able to show paid taxes because the Filed Fare History is not stored in this new PNR. That is why the agent has to enter all paid taxes manually in the "Ticket value" column.

<u>The total sum of paid taxes:</u>

FR 424 + ADC 8 = **432** / CZ **525** / IZ **25**
QX 291 + ADC 5 = **296**
YQ 1996 + ADC 34 = **2030**



Steps 3-6 of this example would be completed as in previous cases.

New ticket:

TKT: 064 9901 730378 NAME: KLIMOVA/MISAMRS
ISSUED: 30NOV12 FOP:CASH/CASH
PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
OPEN OK 758 B 05DEC PRGCDG 0710 OK BPLSCZ 1
NVB05DEC NVA05DEC
OPEN OK 767 K 11DEC CDGPRG 2050 OK KPLSCZ 2
NVB11DEC NVA11DEC
FARE CZK 12000 TAX 3308 XT TAX 9 FR TAX 2056 XT
TOTAL CZK 2065A
FARE RESTRICTIONS APPLY
PRG OK PAR 384.21BPLSCZ OK PRG 230.52KPLSCZ NUC614.
73END ROE19.5204 XT CZK1IZ CZK7QX CZK48YQ CZK2000DU
PD432FR PD525CZ PD25IZ PD296QX PD2030YQ
EXCHANGED FOR: **0649901672566**
ORIGINAL ISSUE: **0649901672554**PRG21SEP1299999992

Reissue after departure in new PNR (original PNR is past date and cannot be used) – manual mask – option 5

Original ticket:

```
TKT: 071 9428 195655     NAME: SIMPSON/DANIELLEAMMA
 PH: 183 3428
ISSUED: 16MAR13          FOP:CASH
PSEUDO: 76M8  PLATING CARRIER: ET  ISO: MW  IATA: 61200123
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   USED ET 0701  M  10JUL LHRADD  2015 OK MHES1YGB           1
   USED ET  877  M  11JUL ADDBLZ  0920 OK MHES1YGB           2
   OPEN ET  877  M  01AUG BLZADD  1500 OK MHES1YGB           3
                                       NVB13JUL
   OPEN ET  700  M  02AUG ADDLHR  0110 OK MHES1YGB           4
                                       NVB13JUL
FARE GBP  873.00 TAX  11812 LD TAX   1969 YZ TAX 201411 XT
TOTAL MWK  759981
EQUIV MWK  544790
   NON-ENDO/PENALTIES APPLY
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 N
UC1404.00END ROE0.621791 XT 51796GB24806UB124809YR
RLOC 1G XKV7BC    ET BFHTRO
```

New PNR without original ticket:

```
P8926M/JK BLZOU 76M8JK  AG 61200123 18JAN
  1.1SIMPSON/DANIELLEAMMA
 1. ET  877 M  02FEB BLZADD HK1  1500   2020  O*       E SU  2
 2. ET  710 M  03FEB ADDLHR HK1  0935   1435  O*       E MO  2
```

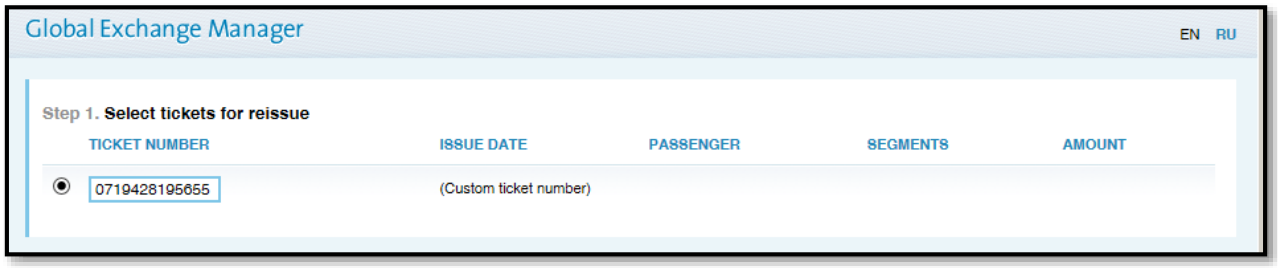
Fare display:

```
LON-BLZ WED-10JUL13 ET
>FDLONBLZ10JUL.T16MAR13/ET
MPM 6351 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES                                          HISTORY
USD CURRENCY FARES EXIST
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           GBP     BASIS             MAX
  1  ET   873.00R MHES1YGB M       3/12M  05JUL -11AUG  R  EH
```

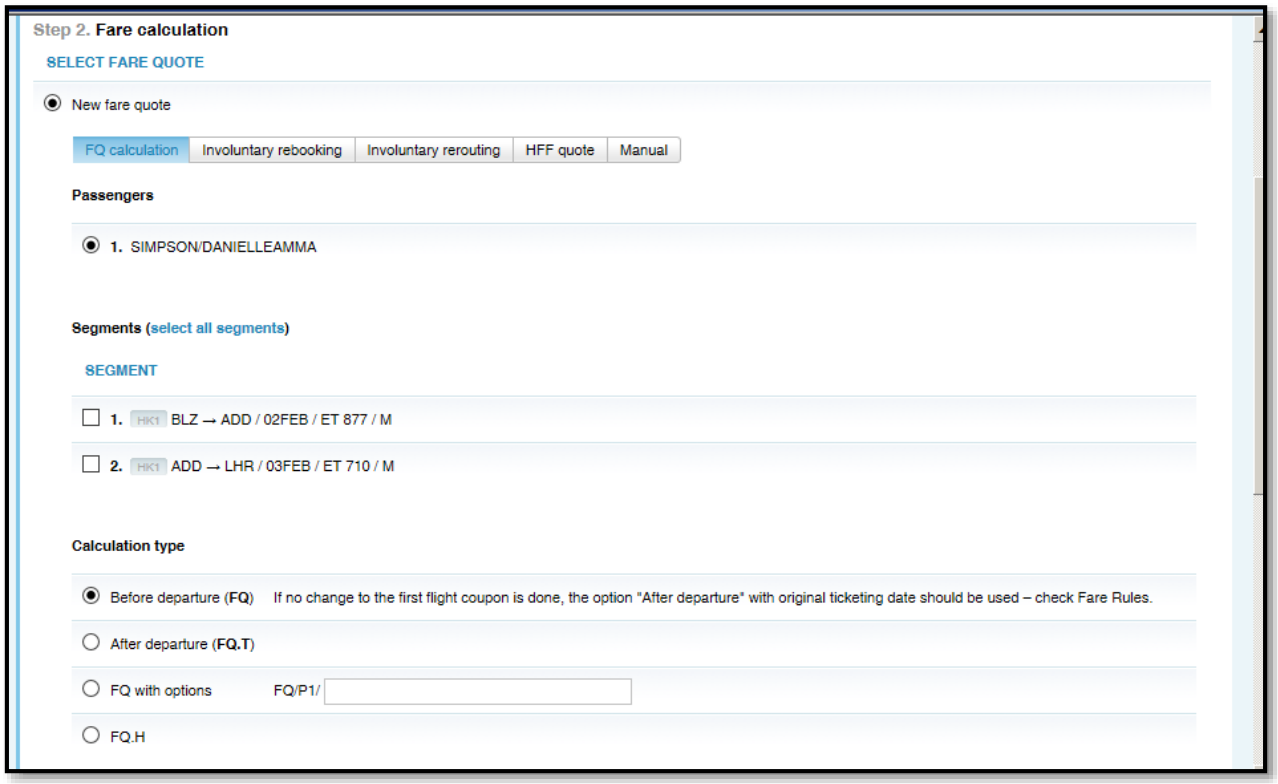
Fare Rule – Category 16 – after departure

```
>FN*1/16
001 LONBLZ 10JUL13 ET GBP  873.00 MHES1YGB STAY-03/12MBK-M
16. PENALTIES
FROM/TO UNITED KINGDOM FOR SPECIAL EXCURSION FARES WITH FOOTNOTE
8N
         NOTE -
          CHANGES AFTER DEPARTURE
          FIRST CHANGE IS PERMITTED AT 25.00GBP AND
          SUBSEQUENT CHANGES PERMITTED AT 50.00GBP PER
          CHANGE. WHEN MORE THAN ONE FARE COMPONENT CHANGES
          THE HIGHEST PENALTY OF ANY OF THE FARE
          COMPONENTS WILL APPLY.
```

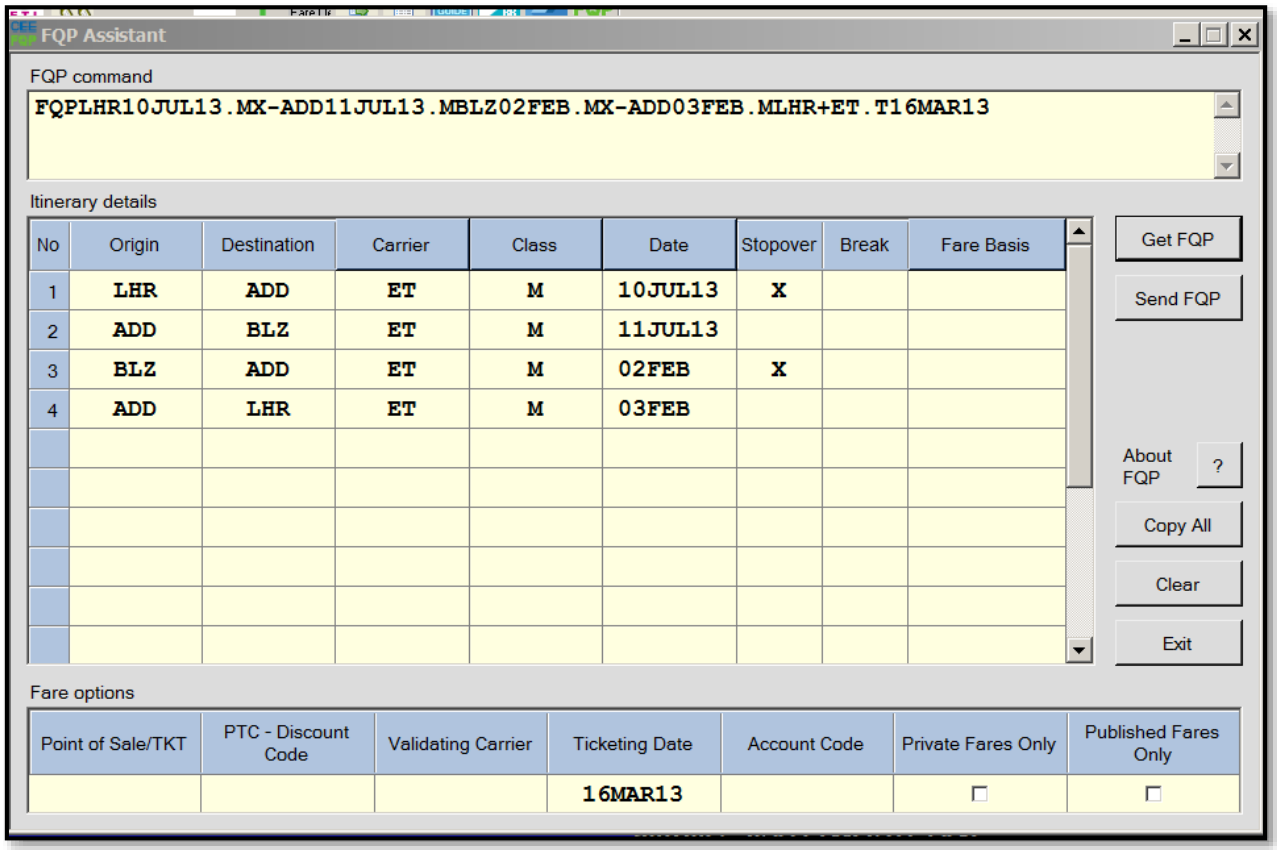
>FZSGBP25.00MWK
EQU MWK18441 **<= collected as XP tax in this example**

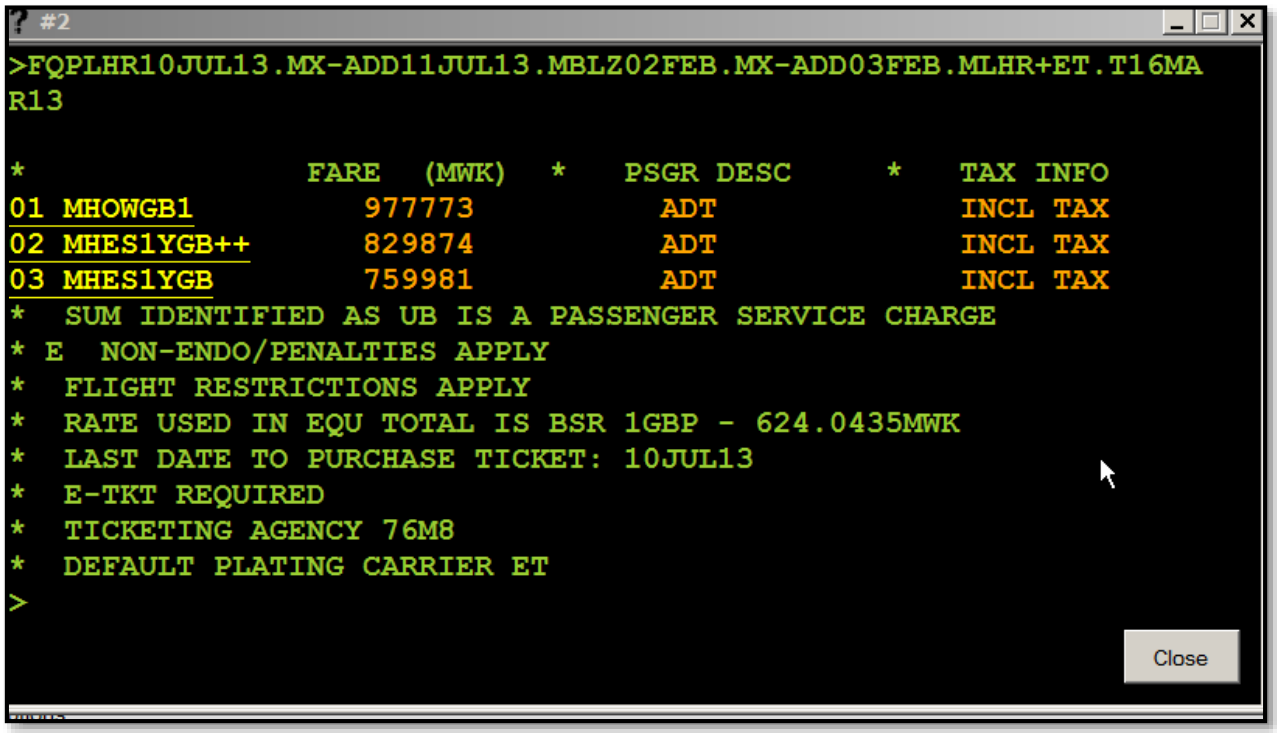


It is not possible to use **"FQ calculation"** option because there is **no history related to flown segments** in this PNR (new PNR created) and therefore FQ.T16MAR13 cannot be used.

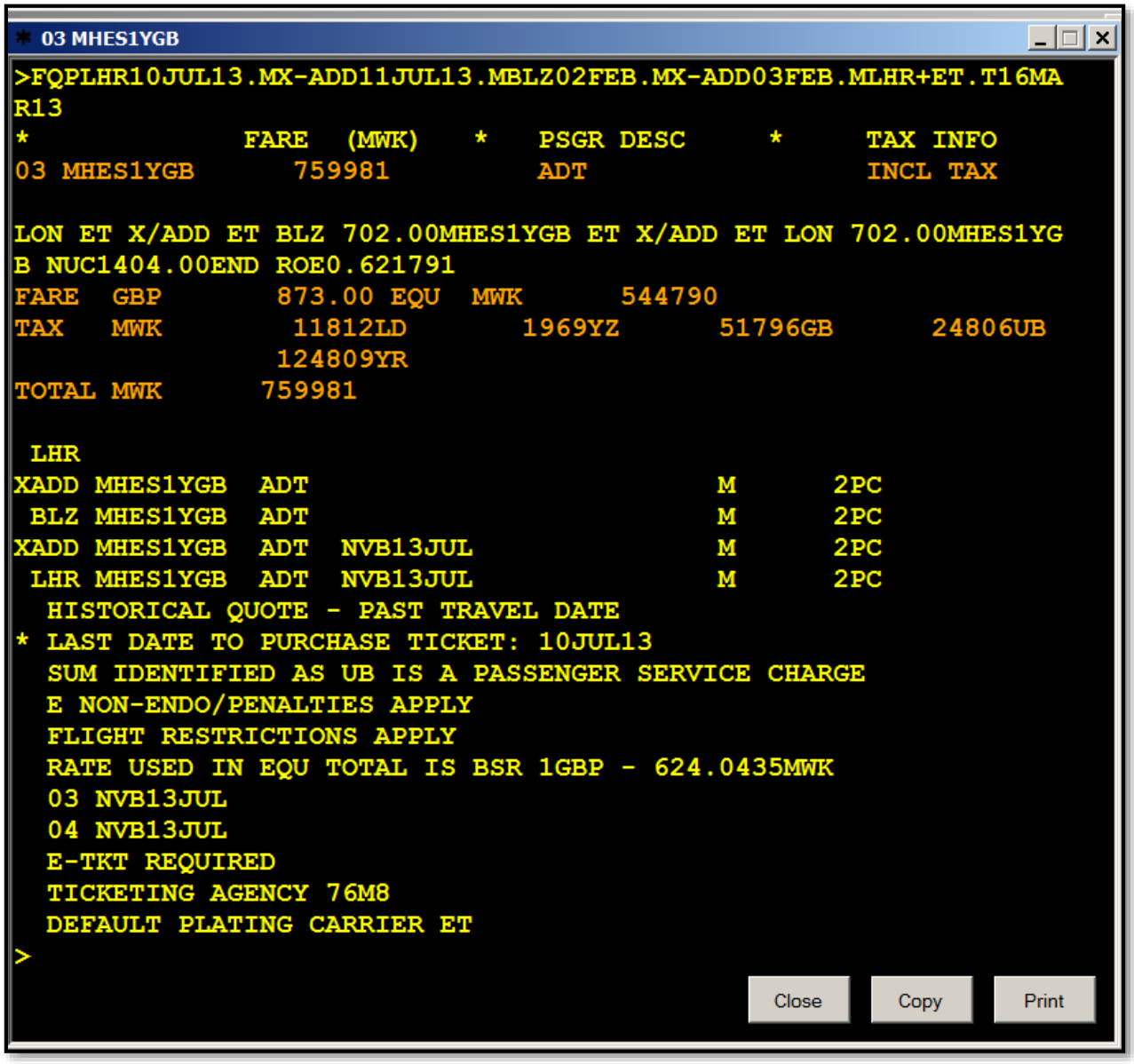

Step 2. Fare calculation
SELECT FARE QUOTE
New fare quote
FQ calculation
Involuntary rebooking
Involuntary rerouting
HFF quote
Manual
Passengers
1. SIMPSON/DANIELLEAMMA
Segments (select all segments)
SEGMENT
1. HK1 BLZ → ADD / 02FEB / ET 877 / M
2. HK1 ADD → LHR / 03FEB / ET 710 / M
Calculation type
Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.
After departure (FQ.T)
FQ with options FQ/P1/
FQ.H

That is why the whole itinerary including flown segments and ticketing date in the past must be recalculated using FQP function. This is the only possibility.


FQP Assistant
FQP command
FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MAR13
Itinerary details
No
Origin
Destination
Carrier
Class
Date
Stopover
Break
Fare Basis
1 LHR ADD ET M 10JUL13 X
2 ADD BLZ ET M 11JUL13
3 BLZ ADD ET M 02FEB X
4 ADD LHR ET M 03FEB
Get FQP
Send FQP
About FQP
?
Copy All
Clear
Exit
Fare options
Point of Sale/TKT
PTC - Discount Code
Validating Carrier
Ticketing Date
Account Code
Private Fares Only
Published Fares Only
16MAR13

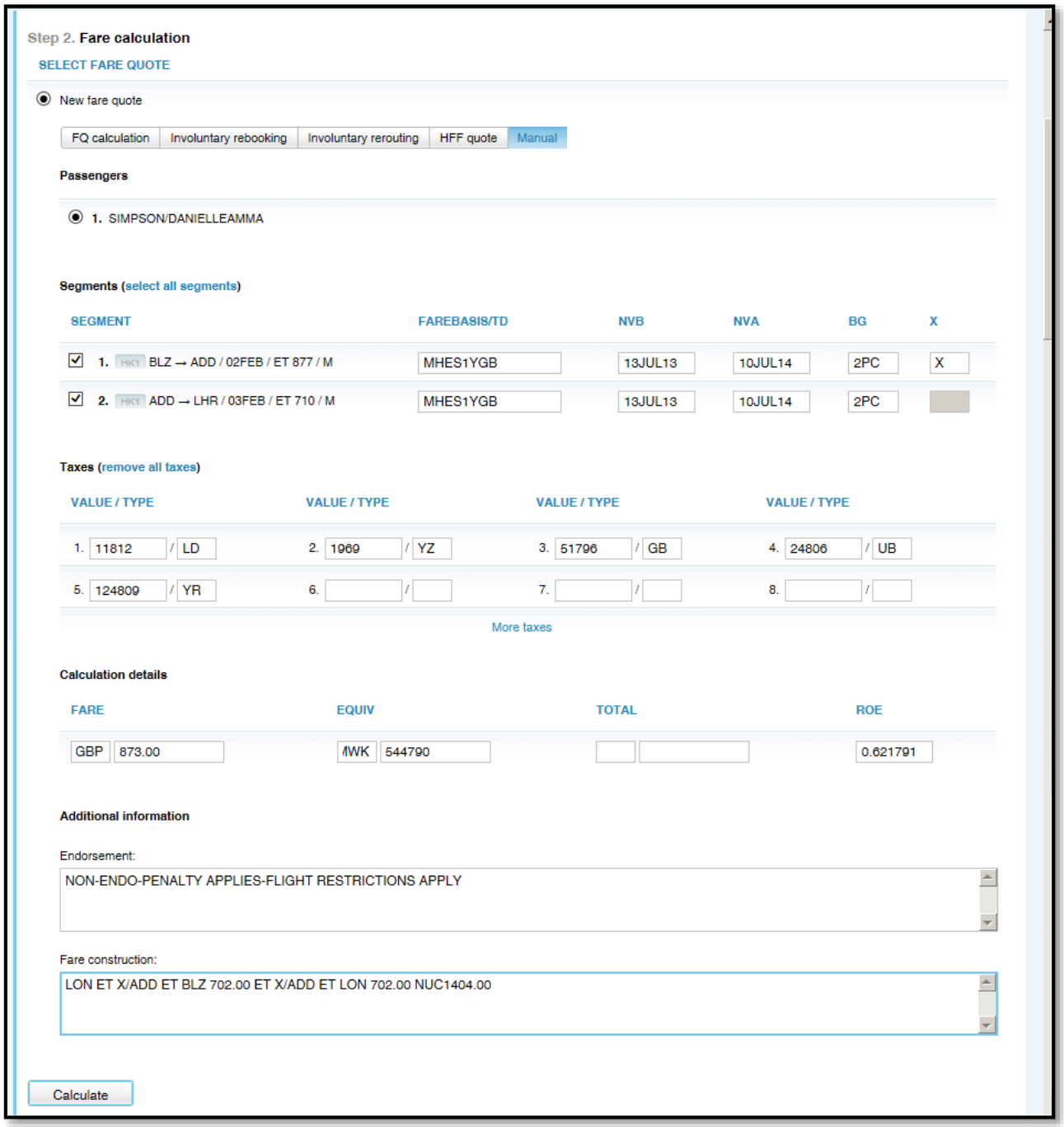

#2
>FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MA
R13
* FARE (MWK) * PSGR DESC * TAX INFO
01 MHOWGB1 977773 ADT INCL TAX
02 MHES1YGB++ 829874 ADT INCL TAX
03 MHES1YGB 759981 ADT INCL TAX
* SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
* E NON-ENDO/PENALTIES APPLY
* FLIGHT RESTRICTIONS APPLY
* RATE USED IN EQU TOTAL IS BSR 1GBP - 624.0435MWK
* LAST DATE TO PURCHASE TICKET: 10JUL13
* E-TKT REQUIRED
* TICKETING AGENCY 76M8
* DEFAULT PLATING CARRIER ET
>
Close

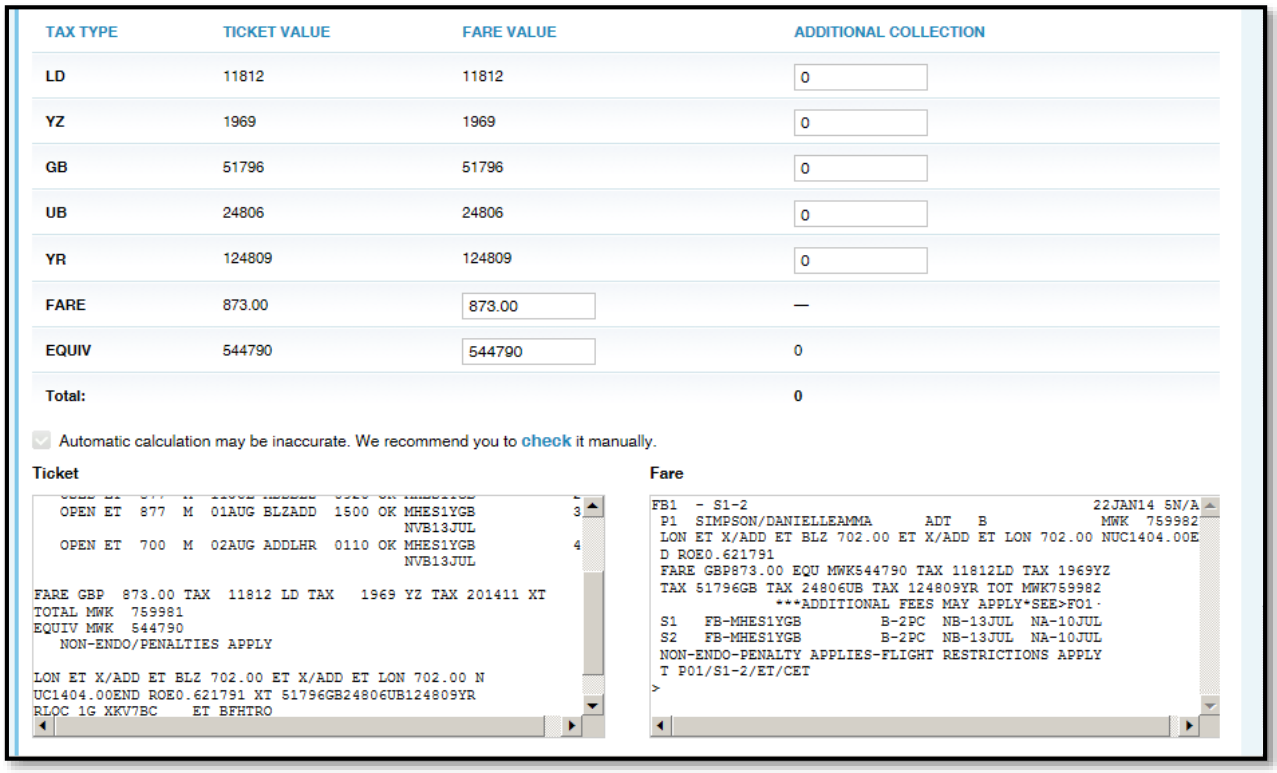
Here is the Fare calculation for the entire journey returned by the system using FQP:


03 MHES1YGB
>FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MA
R13
* FARE (MWK) * PSGR DESC * TAX INFO
03 MHES1YGB 759981 ADT INCL TAX
LON ET X/ADD ET BLZ 702.00MHES1YGB ET X/ADD ET LON 702.00MHES1YG
B NUC1404.00END ROE0.621791
FARE GBP 873.00 EQU MWK 544790
TAX MWK 11812LD 1969YZ 51796GB 24806UB
124809YR
TOTAL MWK 759981
LHR
XADD MHES1YGB ADT M 2PC
BLZ MHES1YGB ADT M 2PC
XADD MHES1YGB ADT NVB13JUL M 2PC
LHR MHES1YGB ADT NVB13JUL M 2PC
HISTORICAL QUOTE - PAST TRAVEL DATE
* LAST DATE TO PURCHASE TICKET: 10JUL13
SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
E NON-ENDO/PENALTIES APPLY
FLIGHT RESTRICTIONS APPLY
RATE USED IN EQU TOTAL IS BSR 1GBP - 624.0435MWK
03 NVB13JUL
04 NVB13JUL
E-TKT REQUIRED
TICKETING AGENCY 76M8
DEFAULT PLATING CARRIER ET
>
Close
Copy
Print

Everything is the same as on the original ticket (both Fare and taxes), there is no additional collection. Manual mask – option 5 – must be used in such a case and all data have to be entered manually by the agent.

Step 2 – manual mask:





TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
LD	11812	11812	0
YZ	1969	1969	0
GB	51796	51796	0
UB	24806	24806	0
YR	124809	124809	0
FARE	873.00	873.00	—
EQUIV	544790	544790	0
Total:			0

Automatic calculation may be inaccurate. We recommend you to check it manually.

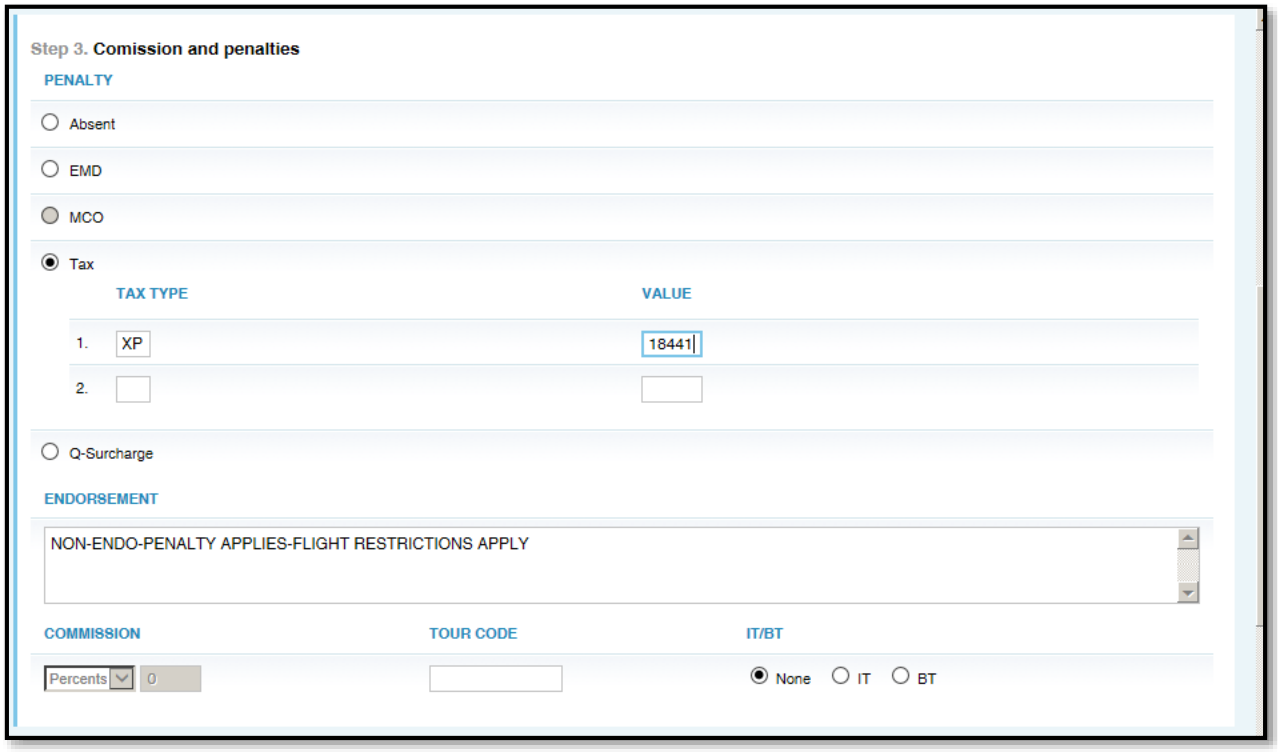
Ticket

```
   OPEN ET  877  M  01AUG BLZADD  1500 OK MHES1YGB            3
                                          NVB13JUL
   OPEN ET  700  M  02AUG ADDLHR  0110 OK MHES1YGB            4
                                          NVB13JUL

FARE GBP  873.00 TAX  11812 LD TAX   1969 YZ TAX 201411 XT
TOTAL MWK  759981
EQUIV MWK  544790
   NON-ENDO/PENALTIES APPLY

LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 N
UC1404.00END ROE0.621791 XT 51796GB24806UB124809YR
RLOC 1G XKV7BC     ET BFHIRO
```

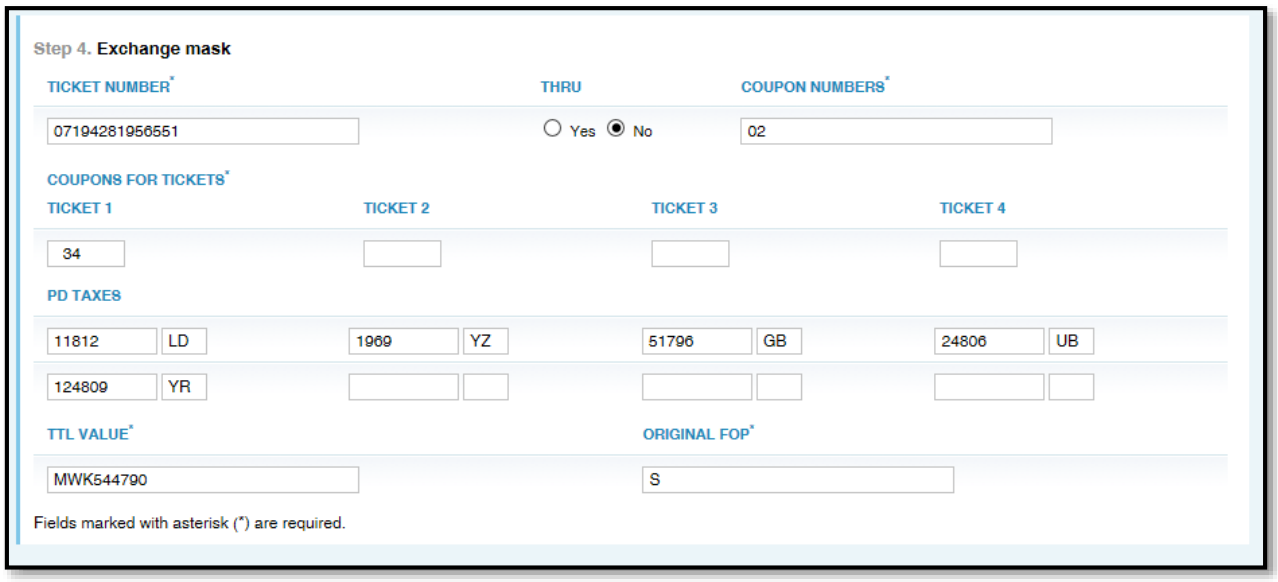
Fare

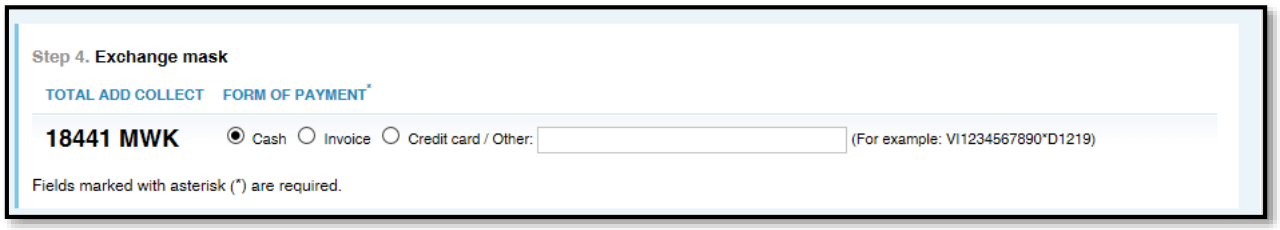
```
FB1  - S1-2                                          22JAN14 5N/A
 P1  SIMPSON/DANIELLEAMMA      ADT   B              MWK  759982
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00E
D ROE0.621791
FARE GBP873.00 EQU MWK544790 TAX 11812LD TAX 1969YZ
TAX 51796GB TAX 24806UB TAX 124809YR TOT MWK759982
             ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1   FB-MHES1YGB          B-2PC  NB-13JUL  NA-10JUL
S2   FB-MHES1YGB          B-2PC  NB-13JUL  NA-10JUL
NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY
T P01/S1-2/ET/CET
>
```

Step 3:
Penalty collected as a tax with the code XP in this example:



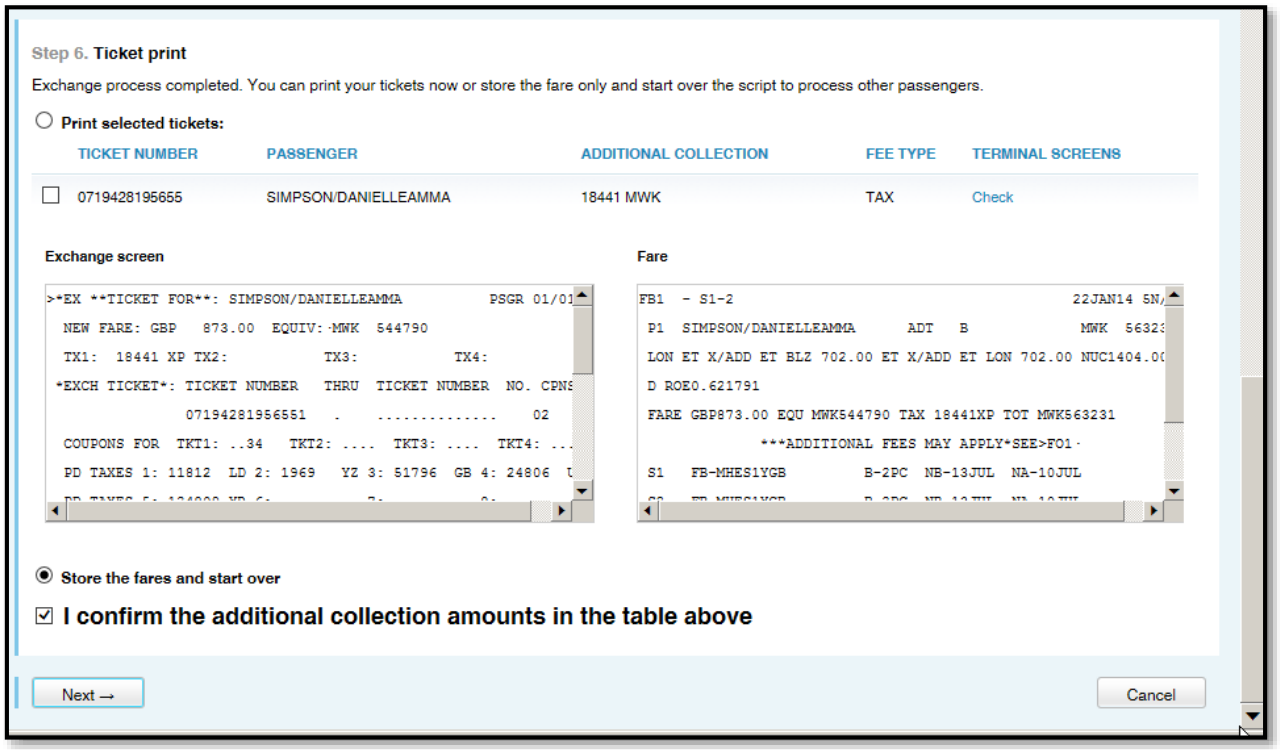
Step 4:





Step 5 is skipped – there is nothing to be copied.

Step 6:



Filed Fare mask stored:

```
FB1  - S1-2                                          22JAN14 5N/AG
 P1  SIMPSON/DANIELLEAMMA      ADT   B              MWK  563231
 LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00EN
 D ROE0.621791
 FARE GBP873.00 EQU MWK544790 TAX 18441XP TOT MWK563231
             ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
 S1   FB-MHES1YGB          B-2PC  NB-13JUL  NA-10JUL
 S2   FB-MHES1YGB          B-2PC  NB-13JUL  NA-10JUL
 NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY
 T P01/S1-2/Z0/ET/FEX0719428195655/CET
```

Exchange mask stored:

```
>*EX **TICKET FOR**: SIMPSON/DANIELLEAMMA          PSGR 01/01
  NEW FARE: GBP   873.00  EQUIV:·MWK  544790
  TX1:  18441 XP TX2:           TX3:           TX4:
 *EXCH TICKET*: TICKET NUMBER   THRU  TICKET NUMBER  NO. CPNS
                07194281956551   .    ..............    02
  COUPONS FOR  TKT1: ..34   TKT2: ....  TKT3: ....  TKT4: ....
  PD TAXES 1: 11812  LD 2: 1969   YZ 3: 51796  GB 4: 24806  UB
  PD TAXES 5: 124809 YR 6: ...... .. 7: ...... .. 8: ...... ..
  TTL VALUE: MWK544790   BSR: ...... ORIG FOP:·S..............
 *ORIG ISSUE*: TICKET NUMBER   ORG/DES  CITY  DATE   IATA CODE
               ..............  LON/LON   BLZ  16MAR13  6120012
```

To reissue the ticket >TKP< entry has to be done by the agent in retrieved PNR.